

Person Specification	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
<b>SKILLS AND KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Strong interpersonal skills, the right attitude and effective communication style to build rapport with customers</li> <li>Excellent diagnostic skills</li> <li>High level of confidence to make decisions and use own judgement</li> <li>Possess appropriate Interpersonal skills to diffuse difficult situations and be able to convey any bad news or delays in a positive manner</li> <li>Can cope with an environment of change</li> <li>Able to absorb new customer training and be able to put the learning into practice quickly and efficiently</li> <li>Possess an excellent telephone manner, able to convey understanding and empathy to customers reporting faults</li> <li>Able to work well in a team, supporting other team members</li> <li>Effective communication skills to be able to escalate issues to different resolver groups and able to communicate effectively across the organization when required</li> <li>High level of computer literacy and able to use Microsoft packages</li> </ul>	<ul style="list-style-type: none"> <li>IT knowledge</li> <li>Knowledge in using Active Directory</li> <li>Ability to use remote access software</li> </ul>	<ul style="list-style-type: none"> <li>CV and Interview</li> </ul>
<b>QUALIFICATIONS AND TRAINING</b>	<ul style="list-style-type: none"> <li>GCSE Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>IT software/hardware qualification either at school or college or qualified by experience</li> <li>Customer service qualification</li> <li>IT hardware or software training</li> </ul>	<ul style="list-style-type: none"> <li>CV</li> <li>Certificates</li> </ul>

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Person Specification	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
EXPERIENCE	<ul style="list-style-type: none"> <li>Experience of dealing with customers directly in a first line environment</li> <li>Experience of working in a customer services environment</li> </ul>	<ul style="list-style-type: none"> <li>PC and peripheral equipment hardware and software diagnostic experience.</li> <li>Previous experience of working on a first line IT Helpdesk</li> </ul>	<ul style="list-style-type: none"> <li>CV and Interview</li> </ul>
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> <li>Professional approach with “can do attitude”</li> <li>Smart appearance and presented well at all times</li> <li>Logical and methodical thinker</li> <li>Self-motivated with ability to prioritise work</li> <li>Can cope with an environment of pressure and change</li> <li>Effective team player, willing to be flexible when required</li> <li>Flexible and willing to work outside of business hours</li> </ul>		<ul style="list-style-type: none"> <li>Interview and Reference</li> </ul>

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