

PERSON SPECIFICATION

ICT Senior Technical Officer – C65

Specification Type	Additional/changed requirements	E/D	Measure
Personal Skills	Excellent communication skills demonstrating clear and concise written, verbal and presentation competences.	E	1, 3
Personal Skills	Logical thought process with an accurate methodical approach.	E	1, 3
Personal Skills	Ability to work effectively within a team.	E	1, 3
Personal Skills	Ability to work on own initiative and to meet deadlines.	E	1, 3
Personal Skills	Able to make decisions related to the support of mission critical applications where no precedent exists and which may affect large parts of the organisation.	E	1, 3
Personal Skills	Able to deal with all job related matters independently, occasionally seeking expertise or detailed advice from line manager.	E	1, 3
Personal Skills	Ability to work to site standards and also develop appropriate standards in line with ITIL.	E	1, 3
Personal Skills	Able to demonstrate a professional approach.	E	1, 3
Personal Skills	Ability to demonstrate an understanding and strong commitment to providing customer service.	E	1, 3
Personal Skills	Able to demonstrate problem solving skills.	E	1, 3
Personal Skills	Able to demonstrate an appreciation of IT related issues and developments.	E	1, 3
Personal Skills	Ability to demonstrate a high level of organisational skills.	E	1, 3
Personal Skills	Proven ability to manage ICT projects to successful completion.	E	1, 3
Personal Skills	Flexible attitude regarding working patterns in managing the availability of ICT services to agreed service levels support and/or project deadlines.	E	1, 3
Experience	Proven project management experience within a recognised project management methodology	E	1, 3
Experience	Able to demonstrate well developed ITIL service management knowledge.	E	1, 3
Experience	Experience of implementation of large complex ICT technical solutions within an ITIL framework.	E	1, 3
Experience	Resource management and allocation experience.	E	1, 3
Experience	Budget management experience.	D	1, 3
Experience	Technical development including integration and interfacing of ICT Systems.	D	1, 3
Experience	Knowledge of Internet technologies and their potential.	D	1, 3
Experience	Knowledge of Local Authority procedures.	D	1, 3
Attainments/ Qualifications	Graduate level qualification required (or equivalent higher education or experience).	E	1, 3, 4

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Attainments/ Qualifications	MCSE	E	1, 3
Attainments/ Qualifications	CCNA	E	1, 3
Attainments/ Qualifications	Prince2 Qualification	E	1, 3
Attainments/ Qualifications	ITIL Qualification	E	1, 3
Knowledge	Knowledge of current key infrastructure technologies including: <ul style="list-style-type: none"> • WAN and LAN technology • Active Directory • Cisco Switches • MS Exchange • MS SQL Server • Windows Server 2016 to 2022 • Windows 10 / 11 upwards • VMWare • Check Point UTM • Azure / M365 	E	1, 3
Knowledge	To understand in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council.	E	1, 3
Knowledge	Knowledge of procurement and third party contracts.	D	1, 3
Special Requirements	Full driving License with access to vehicle.	E	1, 3
Special Requirements	Committed to and able to demonstrate continuous professional development.	E	1, 3
Special Requirements	Able to demonstrate effective negotiation skills.	E	1, 3
Special Requirements	Able to demonstrate diplomacy.	E	1, 3

Car Allowance:

This post does carry a designated car user status.

E/D:

Essential (E)
Desirable (D)

Measure:

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]