PERSON SPECIFICATION

ICT SERVICE SUPPORT MANAGER – C64

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 deal with all job related matters independently, occasionally seeking expertise or detailed advice from line manager.	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	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 managerial experience of leading, motivating and supporting a service desk, system administration and technical infrastructure staff.	E	1,3

Specification Type	Additional/changed requirements	E/D	Measure
Experience	Able to demonstrate a track record of successful service support and service improvement and management using well developed ITIL service management knowledge.	E	1,3
Experience	Experience of developing Frameworks and Procedures, Security, Servers, Communication Networks, Computer Suites and Desktops in an ITIL environment.	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.	E	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
Attainments/ Qualifications	MCSE	D	1,3
Attainments/ Qualifications	CCNA	D	1,3
Attainments/ Qualifications	Prince2 Qualification	D	1,3
Attainments/ Qualifications	ITIL Qualification	D	1,3
Knowledge	Knowledge of current key infrastructure technologies including: • WAN and LAN technology • Azure AD & Active Directory • Cisco Switches • Exchange Online • MS SQL Server • Windows Server 2019 & 2025 • Windows 10 upwards • VMWare • Firewalls	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

Specification Type	Additional/changed requirements	E/D	Measure
Knowledge	Knowledge of procurement and third party contracts.	D	1,3
Knowledge	Awareness of T-Government.	D	1,3
Knowledge	Awareness of the ongoing requirements by Central Government for the delivery of Services Electronically.	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 carries 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]