

## PERSON SPECIFICATION

### C69 - ICT SENIOR TECHNICAL OFFICER

Specification Type	Additional/changed requirements	E/D	Measure
<b>Personal Skills</b>	Excellent communication skills demonstrating clear and concise written, verbal and presentation competences.	E	1,3
<b>Personal Skills</b>	Logical thought process with an accurate methodical approach.	E	1,3
<b>Personal Skills</b>	Ability to work effectively within a team.	E	1,3
<b>Personal Skills</b>	Ability to work on own initiative and to meet deadlines.	E	1,3
<b>Personal Skills</b>	Able to deal with all job related matters independently, occasionally seeking expertise or detailed advice from line manager.	E	1,3
<b>Personal Skills</b>	Ability to work to site standards and also develop appropriate standards in line with ITIL.	E	1,3
<b>Personal Skills</b>	Able to demonstrate a professional approach.	E	1,3
<b>Personal Skills</b>	Ability to demonstrate an understanding and strong commitment to providing customer service.	E	1,3
<b>Personal Skills</b>	Able to demonstrate problem solving skills.	E	1,3
<b>Personal Skills</b>	Able to demonstrate an appreciation of IT related issues and developments.	E	1,3
<b>Personal Skills</b>	Ability to demonstrate a high level of organisational skills.	E	1,3
<b>Personal Skills</b>	Proven ability to manage ICT projects to successful completion.	E	1,3
<b>Personal Skills</b>	Flexible attitude regarding working patterns in managing the availability of ICT services to agreed service levels support and/or project deadlines.	E	1,3
<b>Experience</b>	Proven project management experience within a recognised project management methodology	E	1,3
<b>Experience</b>	Able to demonstrate well developed ITIL service management knowledge.	E	1,3

<b>Specification Type</b>	<b>Additional/changed requirements</b>	<b>E/D</b>	<b>Measure</b>
<b>Experience</b>	Experience of implementation of large complex ICT technical solutions within an ITIL framework.	E	1,3
<b>Experience</b>	Resource management and allocation experience.	E	1,3
<b>Experience</b>	Budget management experience.	E	1,3
<b>Experience</b>	Technical development including integration and interfacing of ICT Systems.	E	1,3
<b>Experience</b>	Knowledge of Internet technologies and their potential.	E	1,3
<b>Experience</b>	Knowledge of Local Authority procedures.	E	1,3
<b>Attainments/Qualifications</b>	Graduate level qualification required (or equivalent higher education or experience).	E	1,3,4
<b>Attainments/Qualifications</b>	MCSE	E	1,3
<b>Attainments/Qualifications</b>	CCNA	E	1,3
<b>Attainments/Qualifications</b>	Prince2 Qualification	E	1,3
<b>Attainments/Qualifications</b>	ITIL Qualification	E	1,3
<b>Knowledge</b>	Knowledge of current key infrastructure technologies including: <ul style="list-style-type: none"> <li>• WAN and LAN technology</li> <li>• Active Directory</li> <li>• Cisco Switches</li> <li>• MS Exchange</li> <li>• MS SQL Server</li> <li>• Windows Server 2016 to 2022</li> <li>• Windows 10 / 11 upwards</li> <li>• VMWare</li> <li>• Check Point UTM</li> <li>• Azure / M365</li> </ul>	E	1,3
<b>Knowledge</b>	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
<b>Knowledge</b>	Knowledge of procurement and third party contracts.	D	1,3

Specification Type	Additional/changed requirements	E/D	Measure
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]