**PERSON SPECIFICATION (PS)**

This form lists the essential and desirable requirements needed in order to do the job.

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| **Job Title:**  | IT/AV Technician  | **Job ref no:** | ISD-0004-24 |
| **Grade:**  | 5 | **Department:** | Infrastructure Services Directorate |
| **Accountable to:**  | IT Resources Manager | **Responsible for:** | n/a |
| **PS created by/ or reviewed by:** | Gwyn Jervis | **Date PS created/ reviewed:** | January 2023 |

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| **Evidence** |
| **Competency** | **Essential** | **Desirable** |
| **Knowledge and Experience** | Previous experience in an IT support role.Demonstrate experience of Microsoft Windows operating systems and Microsoft Office packages. Specifically, one or more of the following: Windows 10 and Office 2016/Office 365.Familiarity with configuration of mobile devices including iPhone, iPad and Android smartphones, tablets and laptops.Some experience with audio visual equipment used in the delivery of teaching such as LCD projectors, TVs and DVD. | Previous experience in an IT support role in the HE sector. |
| **Communication** | Excellent customer service skills necessary to communicate appropriately with a range of users of varying technical ability including staff, students and visitors. | Previous experience gained in an academic library or IT service.Ability to write technical documentation and advice notes suitable for technical or non-technical users. |
| **Initiative and Problem Solving** | Ability to demonstrate time management skills by prioritising own workloads and activities and to be flexible according to the demands of the academic year schedule. |  |
| **Teamwork and Motivation** | Ability to demonstrate working effectively either as part of a team and on own initiative. |  |