**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-0155-25 |
| **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:** | April 2025 |

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| **Evidence** |
| **Competency** | **Essential** | **Desirable** |
| **Training and Education** | Educated to A Level standard. Qualification(s) in IT related subject(s). | Educated to degree level. Professional certifications such as CompTIA A+ or Microsoft certified. |
| **Experience** | At least two years’ experience working in an IT helpdesk/support capacity. | Experience of a similar role in a Higher Education environment. |
| **Skills and****Knowledge****Skills and****Knowledge** | Demonstrable, extensive experience and knowledge of Microsoft Windows operating systems and Microsoft Office packages including office 365. Demonstrable experience of supporting users’ laptops, smartphone and mobile equipment. Experience with Audio Visual and Video Conferencing equipment used in the delivery of teaching such as LCD projectors, TVs, etc.Previous experience of using a Helpdesk system operating to defined SLA targets.Demonstrable ability to write technical details and responses to users in a clear and concise manner. Experience of using Unified Communication products. Experience of producing technical or user guides. Ability to meet deadlines and prioritise. | Demonstrable, experience and knowledge of Apple Macintosh and Android operating systems. Experience and understanding of networking fundamentals (port patching, wireless security etc). Experience of staff supervision |
| **Communication** | Articulate communicator with an ability to express relatively complicated matters successfully to different levels of users. |  |
| **Behavioural skills** | Proactive, flexible approach and a demonstrable commitment to excellence in delivery of high-quality services. Self-reliance and initiative and an ability to work calmly and methodically while under pressure. Desire to learn about new technologies. Reliability, adaptability and diplomacy. Organisational skills, ability to meet deadlines and prioritise. |  |
| **Special****Circumstances** | Flexibility in regard to hours of work when necessary to meet service requirements.Able to travel to Hawkshead Campus to work on occasion to meet service needs. |  |