



Person Specification

Job Title: IT Officer - Networks and Communications (IS12/05)

Faculty/School/Service: Information Services

The qualifications, experience, knowledge skills and personal qualities outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.

No	Selection Criteria Description	Essential [E] or Desirable [D]	Assessed by *
1	GCSE, ONC or equivalent and/or practical experience of IT or Information Systems	E	A/I
2	A good level of knowledge and practice in one or more of the following: Cisco network devices, LAN/WAN network architecture, TCP/IP, switching, routing, network trouble shooting and wireless networks	E	A/I
3	Previous experience of working in a service environment with excellent customer support experience and understanding, with an ability to deal with difficult customers	E	A/I
4	Excellent Interpersonal and communication skills (written and oral)	E	A/I
5	Ability to prioritise tasks and to deliver consistently under pressure whilst maintaining a flexible approach and demonstrating self motivation	E	A/I
6	Effective team player	E	A/I
7	Commitment to the University's mission and the delivery of the University Plan	E	A/I
8	Ability to train other staff or students	D	A/I
9	Knowledge, understanding and/or practical experience of ITIL	D	A/I

***Key**

[A] Application form

To be assessed against the information provided in the relevant steps of the application form and the evidence required under Section 4, 'Supporting Statements'

[I] Interview

To be assessed during the interview process including selection tests or presentation, as appropriate