Systems Engineer - Person Specification

What are we looking for?		How will we check if you have it?
Experience	• Relevant 1st/2nd line / Helpdesk support experience	Application form, Interview
	• Delivering excellent customer support by telephone and in face to face situations. Using technology to remote assist	Application form, Interview
Knowledge and Skills	• Good understanding of PC hardware and software set-up and configuration. Windows deployment technologies essential (WDS/MDT)	Application form, Interview, Test
	• Strong knowledge of Microsoft based operating systems with emphasis on Windows desktop technologies	Application form, Interview, Test
	• Expertise in using and troubleshooting Microsoft Office (MS Word, Excel, PowerPoint and Outlook)	Application form, Interview,
	• Good TCP/IP networking skills	Application form, Interview, Test
	• Knowledge of Citrix, VMware, Windows Server, SharePoint and Active Directory environments	Application form, Interview, Test
Commitment to diversity	• You must be able to explain how an understanding of diversity can help you deliver excellent customer services	Application form, Interview
Commitment to continuing professional development	• You must be able to give examples of how you keep yourself up to date with new technologies	Application form, Interview

What are we looking for?			*How will we check if you have it?*
Core Competencies	•	**Customer focus** – You manage the expectations of diverse customers and deliver an excellent service in line with the organisation's agreed standards and ethos	Application form, Interview
	•	**Communication** – you can communicate with many different user levels, clearly and concisely on technical and non-technical subjects	Application form, Interview, Test
	•	**Working with others/Team work** –You build good working relationships with team members, other colleagues and third party suppliers so you can work with them effectively	Application form, Interview
	•	**Achieving results and quality focus** – you consistently work to achieve high standards of quality and to deliver results	Application form, Interview, Test
	•	**Planning and organising** – you plan your time effectively and can multi-task to meet deadlines efficiently and effectively	Application form, Interview, Test
	•	**Judgement and decision making** – you are able to come to sound conclusions by investigating thoroughly and using your experience. You know when to refer a matter to the next line of support	Application form Interview, Test
	•	**Influencing and negotiation** – you listen and are able to hold constructive discussions with others. You demonstrate a clear point of view	Application form, Interview
	•	**Financial and numeric awareness** – you are able to produce, use and understand statistical information and code invoices accurately	Test
	•	**Liaising and networking** – you builds links with others both inside and outside the organisation to exchange information, keep up to date and develop new ideas	Application form, Interview