



Person specification			
Post title	Senior IT Officer	Grade	Pay Band J / SCP 26-28
Service Area	IT	Section/team	Production Support

Shortlisting Number	Criteria	Essential\Desirable	Method of assessment
Skills, knowledge, experience			
S1	Experience of working in an IT Application Support team supporting front line applications.	Essential	A/I
S2	Experience of working as part of a team in the successful delivery of IT projects.	Essential	A/I
S3	Experience of either the implementation and rollout of Microsoft Office 365 or its ongoing support.	Desirable	A/I
S4	Evidence of understanding and experience of the administration and support of third party corporate and or line of business application systems - examples include: Oracle Fusion, Northgate iWorld, Northgate EDM, IDOX Uniform, Northgate HR & Payroll, Liquid Logic LCS/LAS/EYES, Capita Payments.	Essential	A/I
S5	Ability to think creatively using researched information to inform future IT service delivery.	Essential	A/I
S6	Ability to assist in the analysis of problems, make quick decisions to restore service.	Essential	A/I
S7	Ability to work and communicate with customers and Third parties to resolve operational issues.	Essential	A/I
S8	Able to manage own time.	Essential	A/I
Personal attributes and circumstances			
P1	Integrity - ability to be open and honest, to maintain high standards of personal behaviour and display strong moral principles	Essential	A/I

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P2	Accountability - willingness to take personal responsibility for your actions and decisions, and to understand the consequences of your behaviour	Essential	A/I
P3	A demonstrable willingness to share information and work with other people.	Essential	A/I
P4	Respect - a strong desire to treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can	Essential	A/I
Communication			
C1	A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people's points of view.	Essential	A/I
Qualifications			
Q1	Evidence of continuous professional development.	Desirable	A/I
Q2	Sound education background or work experience in this field.	Essential	A/I
Health and safety			
H1	Ability to ensure Qualifications suitable and sufficient risk assessments are carried out taking into account employees' capabilities. Ability to use equipment as instructed and trained Ability to inform management of any health and safety issues which could place individuals in danger.	Essential	A/I

A = Application form **C** = Certificate **E** = Exercise **I** = Interview **P** = Presentation **AC** = Assessment Centre **T** = Test

Date	Approved by authorised manager	Designation

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

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- **Motivation to work with children and young people**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people**
- **Emotional resilience in working with challenging behaviours**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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