Person Specification: Senior Support Technician

Criteria	Essential	Desirable
Education/Qualifications	• Good general level of education. A-levels or equivalent, with GCSE grades A-C or equivalent in English and Mathematics • CompTIA A+ • MCSA Windows 7 • Cisco CCNA	• ITIL Foundation • MCSA Windows 10 • MCSA Server 2012 R2
Experience/Knowledge	• Previous experience of working in a similar role • Project and delivery management skills • Call Logging Systems • Microsoft Windows 7, and Windows 10 • Microsoft Server 2008 R2 and Server 2012 R2 • VMware ESXi • Apple Mac OS X • Active Directory, Group Policy, DNS, and DHCP • Windows, IOS, and Android Mobile Phone setup • Various software packages including Microsoft Office, Microsoft Office 365, and Adobe Creative Suite • Microsoft System Center Configuration Manager • Application Packaging • Citrix XenDesktop	
Skills/Personal Requirements	• Excellent organisational skills • Ability to communicate effectively with a wide variety of people in a professional manner, face to face, on the telephone and in writing • Ability to demonstrate practical troubleshooting and problem analysis techniques	

	• Strong leadership qualities (Ability to provide direction, and act as a role model to the rest of the team) • Ability to perform research and share knowledge with team members • Good attention to detail and ability to show initiative • Ability to plan and prioritise work load without supervision • Ability to prioritise, manage and perform under pressure to meet SLA's • Excellent knowledge of Customer Service best practices • Willing to work flexibly and with enthusiasm	