

Person Specification

Post: First Line IT Support Desk Analyst

Attributes	Essential	Desirable	How identified
Qualifications	<ul style="list-style-type: none"> • Level 3 IT qualification or equivalent • MCP, MCSDT certification • Full UK driving licence and access to own vehicle 	<ul style="list-style-type: none"> • MCSA certification, degree or ITIL Foundation 	<ul style="list-style-type: none"> • Application • Certification
Experience	<ul style="list-style-type: none"> • Values driven • One year or more working in an IT support role • Supporting IT to include troubleshooting and set up of telecoms, networking components and end user computer devices 	<ul style="list-style-type: none"> • Working in an inner-city area of high deprivation • Working within the public sector, specifically within an educational environment at any level 	<ul style="list-style-type: none"> • Application • Interview • References
Knowledge and skills	<ul style="list-style-type: none"> • Microsoft Office, especially Outlook, Excel and Word • Windows Desktop OS, networking, Siemens telephony, active directory and incident management systems • IT security best practices • Confident, clear and differentiated written / verbal communication to stakeholders at all levels • Effective internal / external relationships with stakeholders and customers at all levels • Commitment to safeguarding 	<ul style="list-style-type: none"> • Understanding of what makes a Dixons academy different and successful 	<ul style="list-style-type: none"> • Application • Interview • References
Character	<ul style="list-style-type: none"> • Strong moral purpose and drive for improvement • Mission-aligned • Humble and kind • Motivated, enthusiastic and flexible • Excellent interpersonal skills • Good sense of humour • Desire to develop yourself • Ability to receive and act on feedback • Strong attention to detail • Ability to work under pressure • Commitment to the full life of the academy 		<ul style="list-style-type: none"> • Application • Interview • References