

SYSTEMS Engineer - Person Specification

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
Experience	<ul style="list-style-type: none"> Relevant 1st/2nd line / Helpdesk support experience 	Application form, Interview
	<ul style="list-style-type: none"> Delivering excellent customer support by telephone and in face to face situations. Using technology to remote assist 	Application form, Interview
Knowledge and Skills	<ul style="list-style-type: none"> Good understanding of PC hardware and software set-up and configuration. Windows deployment technologies essential (WDS/MDT) 	Application form, Interview, Test
	<ul style="list-style-type: none"> Strong knowledge of Microsoft based operating systems with emphasis on Windows desktop technologies 	Application form, Interview, Test
	<ul style="list-style-type: none"> Expertise in using and troubleshooting Microsoft Office (MS Word, Excel, PowerPoint and Outlook) 	Application form, Interview,
	<ul style="list-style-type: none"> Good TCP/IP networking skills 	Application form, Interview, Test
	<ul style="list-style-type: none"> Knowledge of Citrix, VMware, Windows Server, SharePoint and Active Directory environments 	
Commitment to diversity	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> You must be able to give examples of how you keep yourself up to date with new technologies 	Application form, Interview

<i>What are we looking for?</i>		<i>How will we check if you have it?</i>
Core Competencies	<ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • Communication – you can communicate with many different user levels, clearly and concisely on technical and non-technical subjects 	Application form, Interview, Test
	<ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • Achieving results and quality focus – you consistently work to achieve high standards of quality and to deliver results 	Application form, Interview, Test
	<ul style="list-style-type: none"> • Planning and organising – you plan your time effectively and can multi-task to meet deadlines efficiently and effectively 	Application form, Interview, Test
	<ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • Influencing and negotiation – you listen and are able to hold constructive discussions with others. You demonstrate a clear point of view 	Application form, Interview
	<ul style="list-style-type: none"> • Financial and numeric awareness – you are able to produce, use and understand statistical information and code invoices accurately 	Test
	<ul style="list-style-type: none"> • 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