

PERSON SPECIFICATION

JOB TITLE

Systems Engineer (ServiceDesk)

GRADE

III

KNOWLEDGE AND UNDERSTANDING

	ESSENTIAL / DESIRABLE
Awareness of key challenges within the Higher Education sector	Desirable
Awareness and empathy of the core business of AUB	Essential
Understanding of the key deliverables of the job	Essential
Demonstration of technical support and escalation required for job	Essential
Demonstration of desktop systems and configuration	Essential
Demonstration of Audio Visual experience	Essential

SKILLS AND ABILITIES

	ESSENTIAL / DESIRABLE
Specialist/Technical skills required for the job to support ServiceDesk first and second line support experience	Essential
Ability to offer consistent customer services	Essential
MS Office skills –word, excel, outlook and as appropriate for the post	Essential
Excellent administrative and organisational skills	Essential
Effective communication skills, both verbal and written	Essential

EXPERIENCE

	ESSENTIAL / DESIRABLE
Experience of working in ServiceDesk environment	Essential
Experience of working within higher education	Desirable
Experience of Customer focused role	Desirable
Experience of office administration	Essential

PERSON SPECIFICATION

QUALIFICATIONS	ESSENTIAL / DESIRABLE
Degree level qualification or equivalent qualification or experience	Desirable
Subject related qualification (e.g. SDI; Computer Courses)	Desirable
Level 3 qualification and/or equivalent experience	Essential
GCSE Maths and English, minimum grade C; and/or equivalent Qualification / experience	Essential

BEHAVIOURS

Organisational and sector awareness

Demonstrates a clear understanding of these areas in the delivery of duties.

Customer Service

Positive and proactive focus and approach to customer service, exceeding expectations wherever possible.

Communication

Clear and effective verbal and written communication skills with colleagues (and students, where appropriate), demonstrating the ability to adapt communication approach as appropriate.

Team working

Positive approach towards and proactive contribution to team working, supporting colleagues with the achievement of team deliverables.

Flexibility

Successfully adapts to the changing University environment and priorities of the job.

Time management

Achieves deadlines and balances workload priorities by effective prioritisation and planning, escalating issues where appropriate.

Problem Solving

A logical analytical approach to problem solving.