**Technical Support Officer**

**Person Specification**

**Qualifications/Training**

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| Requirement | Criteria |
| 1. At least 4 GCSEs including English and Maths grade C or above or equivalent
 | Essential |

**Achievements & Experience**

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| Requirement | Criteria |
| 1. Proven competence and experience in business administration and finance within an office environment
 | Essential |

**Other**

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| Requirement | Criteria |
| 1. Ability to undertake the manual handling tasks of the post
 | Essential |

**Knowledge**

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| Requirement | Criteria |
| 1. Knowledge of local government processes
 | Desirable |

**Skills**

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| Requirement | Criteria |
| 1. Excellent communication skills including telephone, face to face, and written
 | Essential |
| 1. Ability to develop a professional rapport and maintain effective working relationships
 | Essential |
| 1. Attention to detail and ability to deliver work to tight deadlines with conflicting priorities and be flexible in managing workloads
 | Essential |
| 1. Good IT skills including the Microsoft Office package
 | Essential |
| 1. Ability to plan, prioritise and manage own workload
 | Essential |

**Qualities & Attitude**

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| Requirement | Criteria |
| 1. Ability to work flexibly within a team, with ability to use own initiative and without direct supervision
 | Essential |