

Criteria	Where Found (Af - Application Form, I - Interview, R - References)	Essential	Desirable
Education/Training/Qualifications			
Professional ICT related Qualification	AF		✓
HND or equivalent in Information Technology	AF		✓
Work Experience			
Proven experience of managing data and databases	AF/I/R	✓	
Knowledge and experience of operating and day to day management of network platforms	AF/I/R	✓	
Knowledge and experience of operating and day to day management of an integrated telecommunications system	AF/I/R		✓
Experience in the use of VPS infrastructure	AF/I/R		✓
Understanding of UX/UI design and cloud/remote/mobile systems	AF/I/R		✓
Proven experience delivering fault resolution and ICT user support.	AF/I/R	✓	
Proven experience of providing system user training	AF/I/R	✓	
Experience of working on transformation or business improvement projects	AF/I		✓
Knowledge/Skills/Abilities			
SQL literate	AF/I		✓
Comprehensive knowledge of fully integrated ICT systems including telecoms and remote working.	I/R	✓	
Detailed knowledge of all MS Office and associated software packages.	I/R	✓	
Ability to work to strict deadlines	I/R	✓	
Ability to analyse, prepare and present information to colleagues and other interested parties	I/R	✓	
Able to work on own initiative to deliver key responsibilities	I/R	✓	
Ability to work effectively in partnership and gain confidence and trust of line management and colleagues	I/R	✓	
Customer focussed and works positively with colleagues/stakeholders to understand their needs and address these in a timely manner.	I/R	✓	
Works to achieve performance standards, expectations and desired outcomes	I/R	✓	
Understands how customer excellence can enhance the Association's success	I/R	✓	
Personal Qualities/Special Circumstances			
High standards of personal and professional integrity	I/R	✓	
Highly motivated by change			
Possess energy, drive and resilience	I/R	✓	
Commitment to delivering excellence and real results	I/R	✓	
Sets and maintains high standards for self and others, with good interpersonal skills	I/R	✓	
Excellent time management skills	I/R	✓	
Full driving licence to be able to undertake business travel to all sites	AF/I	✓	