

PERSON SPECIFICATION

Job Title: Second Line Support Engineer	Post No:	Grade: Hoople C
Directorate: Hoople	Division/ Department: IT Services	Section/Location: IT Service Desk

All candidates will be considered on their ability to meet the requirements of the person specification	Essential criteria	Method of Assessment*
Experience	<p>Proven and demonstrable experience in providing enterprise level desktop support</p> <p>Experience in using Service Desk software to log and manage support requests</p> <p>Proven experience of working in a customer focussed environment and direct customer contact</p> <p>Experience of complex IT system fault analysis, diagnosis and resolution</p> <p>Relevant experience of hardware and software desktop installation, maintenance and upgrades</p> <p>Demonstrable experience of supporting the MS Office suite in an enterprise (business) environment (2016 & O365)</p> <p>Evidence of supporting Microsoft operating systems Windows 10 & 11</p> <p>Evidence and knowledge of supporting Android, iOS and Blackberry operating systems on mobile phones and tablets</p> <p>Proven experience of network and email account administration in Active Directory and Microsoft Exchange in an enterprise setting – Exchange 2016 or later and O365</p> <p>Able to demonstrate knowledge of Local Area Network topology, configuration and support, as well as knowledge of TCP/IP networking protocols and services</p> <p>Experience of desktop client imaging and patching technologies Good working knowledge of client device encryption and data loss prevention</p>	<p>S / AF</p> <p>AF</p> <p>AF / I</p> <p>AF / I</p> <p>S / AF / I</p> <p>S / AF / I</p> <p>S / AF / I</p> <p>AF</p> <p>AF / I</p> <p>S / AF / I</p> <p>S / AF / I</p>

	<p>Experience of configuring, commissioning and rolling out Blackberry, Smartphones and PDA devices</p> <p>Good working knowledge of using remote access technologies such as terminal services, VPN, RDP</p> <p>Good working knowledge of small business server including Active Directory services, backups and storage</p>	<p>S / AF / I</p> <p>AF / I</p> <p>AF / I</p>
<p>Skills and Abilities</p> <p><i>Including personal attributes</i></p>	<p>An ability to use Microsoft Office 2016 and above to at least an intermediate level</p> <p>Advanced working knowledge of Microsoft operating systems, including Windows 10 & 11</p> <p>Excellent working knowledge of PC hardware, operating systems and applications software</p> <p>Ability to use System Centre configuration manager 2012</p> <p>Ability to use Software Asset management software to report on and manage the PC and software estate</p> <p>The ability to install, maintain and use desktop IT equipment</p> <p>Ability to solve complex technical problems</p> <p>Good skills in recognising fault trends and identifying or researching appropriate solutions</p> <p>Ability to analyse and assimilate information</p> <p>Good written and oral communication skills, including the ability to communicate and deliver in a clear and concise manner</p> <p>Ability to advise, guide and communicate technical issues to non-technical staff</p> <p>Ability to convey the messages in an authoritative yet polite and cooperative manner and exercise political awareness at all times</p> <p>Ability and commitment to provide customer focused services</p> <p>Ability to advise, guide and communicate technical issues to non-technical staff</p> <p>Ability to convey the messages in an authoritative yet polite and cooperative manner and exercise political awareness at all times</p>	<p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I / P</p> <p>I / P</p> <p>AF I</p> <p>S / AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>S / AF / I</p>

Skills and Abilities <i>Including personal attributes</i>	<p>Ability and commitment to provide customer focused services</p> <p>Ability to adapt ways of working in response to changing circumstances</p> <p>Ability to log and maintain accurate records</p> <p>Ability to follow documented processes and procedures</p> <p>Prioritise and productively undertake allocated workload in an organised, logical manner</p> <p>Ability to work well in a team or under own initiative</p> <p>Ability to work under pressure and in complex and demanding environments</p> <p>The ability to present oneself well</p>	<p>AF/I</p> <p>AF</p> <p>AF</p> <p>I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>I / P</p>

Qualifications and Training <i>including professional qualifications</i>	<p>Educated to degree level or have equivalent level of relevant knowledge and experience</p> <p>plus</p> <p>the relevant Professional qualifications:</p> <ul style="list-style-type: none"> Industry standard IT qualifications such as CAN, CNE, MCP, MCSE, CompTIA A+ or an equivalent qualification or have relevant experience ITIL v3 Foundation certificate Customer Services qualification or equivalent customer service experience 	<p>S / AF / References Certificates</p> <p>S / AF / References Certificates</p> <p>AF / References Certificates</p> <p>AF / References Certificates</p>
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Other Factors <i>e.g. ability to work shifts, physical requirements (with adaptations where appropriate), ability to drive, agility to travel around county etc.</i>	Flexible working pattern to cover all business hours	AF / I
	Ability to work shifts outside of normal business hours	AF / I
	Ability to provide out of hours support on a shift pattern	I
	Ability to travel to other locations within the county, to visit customers under exceptional circumstances, as the business dictates	S / AF / I
	Able and willing to work to the exceptional demands of the businesses supported including outside of normal working hours working	AF / I
<p>Line Manager Signature:</p> <p>Date:</p>		

*Method of Assessment: AF = Application Form; I = Interview; S = Selection Method; P= Presentation

Date Person Specification last reviewed : June 2026