

PERSON SPECIFICATION

Job information as shown on organisation chart

Job Title: IT Systems Support	Post No:	Hoople Band: D
Service: ICT Services	Section: Application Support	Location: Auxilium House, Hereford
All candidates will be considered on their ability to meet the requirements of the person specification	Essential criteria	Method of Assessment*
Experience	<p>Experience of supporting applications and data management in a corporate environment.</p> <p>Knowledge and experience of the application and related business processes which the postholder will principally support.</p> <p>Proven knowledge of using IT systems including Microsoft Office and operating systems.</p> <p>Experience of working as part of a technical team delivering excellent customer service.</p> <p>Experience of monitoring and support of technical ICT infrastructure.</p> <p>Experience in use of collaborative software.</p> <p>Experience of understanding organisational and business needs.</p> <p>Experience of promoting good working practices in a corporate environment.</p> <p>Experience in the use of IT service management tools to support workload management and report SLA performance.</p> <p>Experience in the production of technical documentation and training material.</p> <p>Experience of providing telephone and remote support to end users.</p> <p>Experience of delivering training to technical and non-technical users.</p>	

<p>Skills and Abilities <i>Including personal attributes</i></p>	<p>Proven ICT skills.</p> <p>Excellent analytical, problem solving and interpersonal skills.</p> <p>Effective written and oral communication skills.</p> <p>Ability to advise, guide and communicate technical issues to non-technical staff.</p> <p>Excellent team player.</p> <p>Adaptability and willingness to learn.</p> <p>Ability to work under own initiative.</p> <p>Proven ability to work within complex and demanding environments.</p> <p>Ability to exercise political awareness at all times.</p> <p>Ability and commitment to provide customer focused services in a corporate context.</p> <p>Excellent Customer Service skills.</p> <p>Ability to work with external delivery partners in a professional co-operative manner.</p> <p>Ability to prioritise and productively undertake allocated workload in an organised, logical manner.</p> <p>Strong ability to analyse and assimilate information, producing appropriate reports from that information.</p> <p>Commitment to ensuring oppressive practices are effectively tackled, promoting positive recognition of differences, mutual respect and merit-based opportunity in line with the Diversity Policy.</p>	
<p>Qualifications and Training <i>including professional qualifications</i></p>	<p>Educated to degree level or equivalent or have relevant experience.</p> <p>GCSE English and Maths or equivalent.</p> <p>ITIL foundation certificate or relevant experience.</p> <p>Demonstrable knowledge of project management activities, information security, data protection, service delivery, systems development and programming languages.</p>	

<p>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></p>	<p>The post will be required to work at any of the Hoople or partner locations and possibly attend relevant meetings through the UK</p> <p>The post holder is expected to be flexible to ensure the most effective organisation and provision of services and will be required to attend evening meetings.</p> <p>Other work in the evenings or weekends may be required, both planned and to resolve urgent problems.</p> <p>Able and willing to work an extended hours pattern, and outside of standard working hours to complete system upgrades a minimise disruption to our customers</p> <p>Able and willing to work to the exceptional demands of the businesses supported Must be of a professional and positive disposition</p> <p>Must be self-motivated</p> <p>Enthusiasm to see ICT as an enabler for change.</p>	
Manager Signature:		Date: 23/12/2025
Manager Name:	Steve Bell	Job Title: GIS & Corporate Applications Team Leader.

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

Date Person Specification last reviewed

23/12/2025