



**Person Specification**

**Helpdesk Manager**

	<b>Essential</b>	<b>Desirable</b>
<b>Experience</b> Experience in an administrative post Good working knowledge of ICT	✓ ✓	
<b>Qualifications</b> English and Maths at C or above ICT Qualification		✓ ✓
<b>Knowledge</b> Awareness of safeguarding ICT Hardware repair	✓	✓ ✓
<b>Skills and Abilities</b> Confident communicator Organisational skills Good standard of written and spoken English Adaptability Attention to detail	✓ ✓ ✓ ✓ ✓	
<b>Personal Qualities</b> Team player A high degree of integrity A positive outlook Well motivated and enthusiastic Organised, efficient and flexible Patience Resilience and a sense of humour	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	