



Person Specification



ROLE: IT Helpdesk Officer

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications Required		
Skills/ Competencies	<ul style="list-style-type: none"> • Excellent spoken and written English Language skills • Excellent interpersonal and communication skills • Excellent organisational skills, including task and time management • Excellent problem-solving skills • Excellent attention to detail • Proficient in IT systems and services, including Windows and Office • Proficient in installing and configuring hardware and software • Able to travel between sites in Edinburgh 	
Knowledge		<ul style="list-style-type: none"> • Knowledge and experience of the voluntary sector • Understanding of computer system fundamentals
Previous Experience	<ul style="list-style-type: none"> • Experience of providing IT support in a workplace environment 	<ul style="list-style-type: none"> • Experience of Office working on Websites and CRM solutions
Special Attributes	<ul style="list-style-type: none"> • Enthusiastic and flexible • Able to use own initiative and work as part of a small team 	<ul style="list-style-type: none"> • Interest in families and children with additional support needs • Able to work out with normal office hours
Personal		

CRITERIA	ESSENTIAL	DESIRABLE
Qualities	<ul style="list-style-type: none"> • Honesty and integrity, • Non-discriminatory, • Trustworthy, discreet and respectful of confidentiality • Patience • Willingness to work flexibly • Approachable 	
Requires to be mobile/Driving Licence Required:		<ul style="list-style-type: none"> • Yes
Disclosure Required:	<ul style="list-style-type: none"> • YES – Basic Disclosure 	