

Sheffield City Trust

Person Specification



Job Title: IT Support Team Leader

Selection Criteria:

CRITERIA	STANDARD	ESSENTIAL/ DESIRABLE	MEASURED BY
Work Experience			
Proven experience of managing and developing a support service team.	<p>Good experience of supporting a varied customer-base.</p> <p>Experience of managing people, including rotas to ensure support services are available for all operational hours, including evenings and weekends.</p>	Essential	Application
Full UK Drivers licence	<p>Licensed to and have the ability to drive a vehicle within the requirements of the law.</p> <p>Travel to any site operated by the Company is an essential part of providing a support service to the business.</p>	Essential	Application
Knowledge			
Microsoft Windows operating systems.	Good understanding of Windows operating systems.	Essential	
Microsoft Windows Server operating systems (2008, 2012, 2016, 2019)	Good understanding of Windows Server operating systems.	Essential	
Microsoft Office product suite (2016, O365)	Good working knowledge in order to effectively support customers & IT service users.	Essential	

Microsoft Teams and SharePoint	Good working knowledge in order to effectively support customers & IT service users.	Essential	
Microsoft Active Directory	Good understanding of AD structures and policies.	Essential	
Azure Active Directory	Good understanding of AAD structures and policies, including the integration with on-premise AD.	Essential	
Microsoft Exchange Server (2016) & Exchange Online	Good understanding of mailbox management, including mail routing troubleshooting, and the hybrid integration O365.	Essential	
IP-based networking	Good understanding of IP-based networking, IP addressing structures & subnets.	Essential	
Android OS	Good working knowledge of Android-based smartphones.	Essential	
Apple iOS & iPadOS	Good working knowledge of Apple devices.	Essential	
IP Telephony	Good understanding of IP telephony and how it integrates with internal IP networks.	Desirable	
CAT5e & CAT6 structured cabling.	Good hands-on experience with network patching, RJ45 termination points (sockets), and wiring RJ45 plugs.	Essential	
Skills			
Verbal communication	Excellent communication face-to-face and via telephone. Ability to explain clearly and concisely, without use of technical jargon that the customer or service user may not understand.	Essential	Interview
Written communication	Clear and concise communication (via email or chat channels.) Ability to provide relevant, courteous information to respond to queries from customers and/or service users	Essential	Application

Customer service	Ability to provide a high-quality service to customers and service users, (interaction, demeanour, manner).	Essential	Interview
Triage/troubleshoot	<p>Methodical step-by-step walkthrough of common causes of known issues.</p> <p>Ability to apply common sense to new issues reported with a sensible approach to discovering potential causes, and application of a suitable workaround or fix.</p> <p>This will also involve the use of remote support tools to access remote users' desktops when required.</p>	Essential	
Documentation	<p>Ability to create technical documentation as part of overall systems implementation and ongoing support.</p> <p>Ability to produce clear user-guides and FAQ's to improve opportunities for service user's self-help, (to reduce the number of incidents being reported.)</p>	Essential	
Work to priorities and deadlines	Ability to use an IT Service Management system (or "helpdesk" software). To pick up requests to resolve incidents and process requests for changes.	Essential	