

Education & Training	Essential (E) or Desirable (D)
GCSE Maths Grade A – C (9-4)	D
GCSE English Grade A – C (9-4)	D
Microsoft Certified professional qualifications	D
Skills, Knowledge & Experience	Essential (E) or Desirable (D)
At least 2 years’ experience in supporting and installing Windows based IT systems	E
Knowledge and experience of supporting Windows server 2012 R2/ 2016	E
Knowledge and experience of supporting Microsoft Exchange	E
Knowledge and experience of supporting Windows desktop operating systems	E
Time management skills	D
Excellent telephone manner and communication skills	E
Ability to work accurately with care and attention to detail	E
Clean full driving licence	E
Personal Qualities	Essential (E) or Desirable (D)
Flexible approach to working hours	D
The ability to operate effectively, both individually and as a team member	E
Professional and confident with the ability to respond to challenges in a calm and professional manner.	E