

ST LUKE'S HOSPICE

EMPLOYEE SPECIFICATION

POST: IT Support Technician

A = Application

I = Interview

P = Presentation

St Luke's Hospice is an Equal Opportunities employer and promotes equality of access to employment. St Luke's Hospice employees are required to follow the specific HR Policies supporting recruitment & selection.

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE			
Experience in a similar IT role	√		A, I
Experience of using Microsoft Office products	√		A, I
Experience of setting up PC's and networking	√		A, I
Experience of troubleshooting PC and printer issues	√		A, I
Experience of using Microsoft Server		√	A, I
KNOWLEDGE			
Good working knowledge of IT equipment	√		A, I
Good knowledge of Microsoft Windows and Microsoft office products.	√		A, I
Excellent Microsoft office skills including word processing and excel.	√		A, I
Knowledge of PC/printer hardware.	√		A, I
Maintaining information systems		√	A, I
QUALIFICATIONS/TRAINING			
Educated to a minimum of NVQ Level 3 in IT related subject or equivalent gained through specific relevant experience	√		A
Educated to GCSE level/ equivalent qualification or level of experience	√		A
SKILLS/ABILITIES			
Good analytical skills	√		A, I

Organisational skills and logical approach to work	√		A, I
Problem Solver	√		A, I
Good interpersonal skills and an ability to interact at all levels	√		A, I
Time management skills, able to prioritise workload and meet deadlines	√		A, I
Good communication skills (written and verbal)	√		A, I
Ability to work unsupervised	√		A, I
Holder of valid driving licence.	√		I
PERSONAL ATTRIBUTES			
Enthusiastic & co-operative attitude	√		A, I
Teamwork skills	√		A, I
An ability to maintain confidentiality	√		A, I
Commitment to continuing professional development	√		A, I
Engages with people in a friendly and welcoming manner	√		A, I
Listens to others and takes time to understand their views	√		A, I
Cares about the standards of service that we offer to our service users, clients and customers	√		A, I
Cares about their work and strives to do a good job	√		A, I
Shows a creative approach to problem solving	√		
Takes time to think about the way things are done and whether they can be improved	√		A, I
Values			
Ability to demonstrate, understand and apply our organisation's values. These are embedded in all roles and applicants must evidence their own values during the selection process.	√		
<ul style="list-style-type: none"> • Compassionate • Dignified • Inspired • Pioneering 			