**Person Specification**

**ICT Officer**

**Grade:** EVH Grade 7 (PA22-PA25)
**Responsible to:** Head of Corporate Services
**Hours:** 14 hours per week (Part-time)
**Term:** Fixed-Term to 30 November 2028

*Working Pattern: 14 hours per week, normally worked across two days between Monday and Friday. Working days will be agreed with the successful applicant when the job is offered. At least 50% of weekly working hours must be worked in the office, with regular travel to and from the office required.*

| Criteria | Essential | Desirable | Assessment method |
|---|---|---|---|
| **Qualifications** | | | |
| Evidence of continuing professional development | ✓ | | Application Form |
| Relevant qualification in Information Technology, Computer Science, Cyber Security or related discipline | | ✓ | Application Form |
| Professional ICT certification (e.g. Microsoft, CompTIA, Cyber Security, ITIL) | | ✓ | Application Form |
| **Experience, knowledge and skills** | | | |
| Experience of providing ICT support within an organisational environment | ✓ | | Application Form |
| Experience managing and maintaining Microsoft 365 environments | ✓ | | Application Form |
| Experience supporting ICT infrastructure including laptops, desktops, mobile devices and telephony systems | ✓ | | Application Form |
| Ability to prioritise ICT support requests and planned project work within agreed working hours, maintain clear records and handovers, and escalate issues appropriately to management or third-party ICT providers | ✓ | | Application Form |
| Experience of working with third-party ICT providers, contractors and software vendors | ✓ | | Interview |

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| Experience delivering ICT projects and system improvements, to include leading short life working groups for project implementation | ✓ | | Interview |
| Experience of conducting staff ICT skills analysis, provide tailored staff training and produce end user documentation | ✓ | | Application Form |
| Knowledge of cyber security principles and good practice | ✓ | | Interview |
| Strong attention to detail and commitment to information security | ✓ | | Application Form |
| Ability to understand and clearly communicate technical information to non-technical users | ✓ | | Interview |
| Experience implementing or supporting cloud-based systems and services | | ✓ | Interview |
| Experience of SharePoint administration, migration or development projects | | ✓ | Application Form |
| Experience within a housing association, public sector or regulated environment | | ✓ | Application Form |
| Understanding of Cyber Essentials Plus requirements | | ✓ | Application Form |
| An awareness of risks associated with ICT and develop and maintain a robust risk management framework to ensure the controls can mitigate risk | | ✓ | Application Form |
| Knowledge of business continuity principles | | ✓ | Application Form |
| **Personal Qualities** | | | |
| Commitment to excellent customer service | ✓ | | Interview |
| Possess the ability to thrive in an environment of change, innovation and continuous improvement. | ✓ | | Interview |

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| Ability to work collaboratively as part of a small team | ✓ | | Interview |
| Commitment to equality, diversity and human rights principles | ✓ | | Interview |
| Professional, trustworthy, can maintain confidentiality and adhere to Data Protection legislation and policies | ✓ | | Interview |
| Flexible approach to work and willingness to undertake occasional out-of-hours work where required | ✓ | | Interview |
| Commitment to continuous learning and development | ✓ | | Interview |