



Person Specification			
Post title	Senior IT Officer	Grade / Salary	Pay Band J - £36,124 to £37,938

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
<b>Skills, knowledge, experience</b>		
S1	Experience of working in an IT Application Support team supporting front line applications.	CV/SS, I
S2	Experience of working as part of a team in the successful delivery of IT projects.	CV/SS, I
S3	Evidence of understanding and experience of the administration and support of the Microsoft 365 product set.	CV/SS, I
S4	Ability to think creatively using researched information to inform future IT service delivery.	CV/SS, I
S5	Ability to assist in the analysis of problems, make quick decisions to restore service.	CV/SS, I
S6	Ability to work and communicate with customers and Third parties to resolve operational issues.	CV/SS, I
S7	Able to manage own time.	CV/SS, I
S8	Good inter-personal skills.	CV/SS, I
<b>Personal attributes and circumstances</b>		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	A demonstrable willingness to share information and work with other people	CV/SS, I
P3	Ability to understand and demonstrate a commitment to equality and diversity	CV/SS, I
P4	Ability to demonstrate a commitment to own professional development and that of other colleagues	CV/SS, I
<b>Communication</b>		
C1	The Ability to communicate in a professional manner.	CV/SS, I
C2	The Ability to Communicate as part of a team.	CV/SS, I

June 2024





Qualifications		
Q1	A relevant professional or academic qualification to NVQ4 or an equivalent level of proven experience relevant to the requirements of the post	CV/SS, C

**CV/SS** = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview  
**P** = Presentation **AC** = Assessment Centre **T** = Test

**Where the post involves working with children, in addition to a candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:**

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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