

PERSON SPECIFICATION
Information Technology Support Assistant

Criteria	Essential/ Desirable	Application Form / Supporting Statement / Interview
1. Currently enrolled on a programme of study at the University of Worcester and interested in IT and IT support.	Essential	Application Form / Supporting Statement
2. Ability to use Microsoft Office applications, including Word and Excel, Access and Outlook effectively.	Essential	Supporting Statement / Interview
3. Ability to communicate clearly and accurately when drafting information for documents, handbooks or websites.	Essential	Supporting Statement / Interview
4. Ability to remain calm in a busy environment and able to work to agreed deadlines with good planning and organisational skills.	Essential	Supporting Statement / Interview
5. Ability to communicate confidently, calmly and clearly, to provide a professional, welcoming, courteous and helpful response to internal and external customers even when under pressure.	Essential	Supporting Statement / Interview
6. Ability to be an effective, flexible and adaptable team player.	Essential	Supporting Statement / Interview
7. Ability to work in a customer-facing role responsible for delivering high quality and time-critical services.	Essential	Supporting Statement / Interview
8. Ability to work in a technical service delivery team where you will make a contribution to 1st line IT support.	Essential	Supporting Statement / Interview
9. Ability of use a range of software such as Adobe Creative Cloud, IBM SPSS effectively.	Desirable	Supporting Statement / Interview

- Application Form – assessed against the application form and where appropriate, curriculum vitae. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence e.g. award of a qualification. Will be “scored” as part of the shortlisting process.
- Supporting Statements - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- Interview – assessed during the interview process by either competency based interview questions, tests, work-related exercise, presentation or teaching session etc.