

**LEEDS TRINITY UNIVERSITY
PERSON SPECIFICATION**

JOB TITLE: IT Support Team Leader

DEPARTMENT/SCHOOL : IT Services

DATE : May 2019

No:		Assessed by: Application – A Interview – I Selection test - S
	ESSENTIAL	
	Qualifications	
1	Appropriate computing qualification to HND level or equivalent experience	A
2	ITIL V3 Foundation	A
	Experience	
3	Team leadership, management and supervision in an IT support environment	A, I
4	Working within the ITIL framework	A, I
5	Creating user facing documentation and support materials	I
6	Developing and maintaining team procedures and working practices	I
	Knowledge	
7	Windows server and client products, including Windows 10 and Windows Server, especially Active Directory	A, I, S
8	Windows based operating system and application deployment systems, specifically SCCM	A, I, S
9	Office 365 and Office products integrated into Office 365 services	A, I, S
	Skills	
10	Excellent customer service skills, suitable for a customer facing IT support service	I
11	Fault diagnosis and troubleshooting IT issues	I, S
12	Able to deal with external suppliers and 3 rd party support	I
	Personal Qualities	
13	Able to prioritise work and take decisions without supervision	I
	DESIRABLE	
	Qualifications	
14	Appropriate computing qualification to degree level equivalent experience	A
15	Relevant Microsoft qualifications	A
	Experience	
16	Leading an IT support team in an HE environment	A, I
17	IT Project Management	A, I
	Knowledge	
18	Knowledge of Exchange Server	A, I, S
19	Adobe Enterprise Term Licence Agreement (ETLA) user administration and application deployment	A, I