

## Person Specification



**Job Title:** Digital Business Support Technician

**Department:** Digital Business Support

**Location:** Warwick Myton Hospice

**Responsible to:** DBST Operations Manager

Attributes	Essential	Desirable
<b>Educational / Professional Qualifications</b>	GCSEs at grades 9 to 3 (A* to D), or equivalent, or a level 2 course in English and Maths	CompTIA A+  Level 2 Certificate in ICT Systems Support  Level 3 Diploma in ICT Professional Competence
<b>Previous Experience</b>	Experience with Microsoft Desktop Operating Systems  Good working knowledge of MS Office and MS Office 365  Good working knowledge of desktop desktop and laptop hardware and their drivers  Good understanding of desktop related security including anti-virus, web security, email security (phishing, social engineering), two factor authentication, and Windows related security options	Knowledge of mobile device management software, such as MS Intune  Basic knowledge of the current version of SCCM, including app packaging, OS building, drivers and task sequences
<b>Skills and Attributes</b>	Problem solving – resolving problems while maximising efficient use of computing resources  Teamwork – working well in a team-oriented environment  Continually updating and enhancing your basic skills in hardware, software and systems through your own efforts and provided training	

	<p>Fantastic installation, diagnostic, upgrade and restoration abilities</p> <p>Excellent vertical and lateral thinking</p> <p>Superb time management skills</p> <p>Clear written and verbal communication</p>	
<b>Other</b>	<p>Full, clean UK driving licence and ability to travel between our sites in Warwickshire and Coventry</p>	