Person Specification

Job Title: **Digital Business Support Technician**

Department: Digital Business Support

Location: Warwick Myton Hospice

Responsible to: **DBST Operations Manager**

Attributes	Essential	Desirable
Educational / Professional Qualifications		CompTIA A+ Level 2 Certificate in ICT Systems Support Level 3 Diploma in ICT Professional Competence
Previous Experience	Experience with Microsoft Desktop Operating Systems Good working knowledge of MS Office and MS Office 365 Good working knowledge of 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
Skills and Attributes	Able to solve problems while maximising efficient use of resources Able to work well in a team Evidence of continually updating and enhancing your basic skills in hardware, software and systems through your own efforts and provided training	

One Myton | Value | Respect | Professionalism

	Installation, diagnostic, upgrade and restoration abilities

Vertical and lateral thinking skills

Time management skills

Clear written and verbal communication | |
| **Other** | Full, clean UK driving licence and ability to travel to other sites within Warwickshire and Coventry when required

The right to work in the UK (we cannot provide sponsorship) | |