

ICT SUPPORT TECHNICIAN

ATTRIBUTES	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	<ul style="list-style-type: none"> HNC in computing/ MCP or equivalent. Relevant experience in a similar support environment. 	<ul style="list-style-type: none"> VMWare Certified Professional. MCSA or Certificate in Training Practice. Degree in a computing discipline.
RELEVANT WORK/ OTHER EXPERIENCE	<ul style="list-style-type: none"> Supporting Microsoft desktop Windows 7 & Windows 10. Experience Supporting MS Office applications. Microsoft Exchange 2010. Microsoft Server 2008R2 & 2012. Microsoft Active Directory/Group Policy. 1st Line Support – handling helpdesk calls and troubleshooting. Experience in backup solutions. 	<ul style="list-style-type: none"> Networking devices, Cisco, Fortinet. Veeam Backup and Replication Virtualisation - VMware/VSphere ESXI, SRM. EMC SAN technologies.
PARTICULAR SKILLS/ ABILITIES	<ul style="list-style-type: none"> Ability to work on own initiative, showing flexibility and adaptability. Proven ability to work as part of a small team. Good organisational skills, with the ability to multi-task. 	<ul style="list-style-type: none"> Ability to resolve technical challenges and troubleshooting.
PERSONAL QUALITIES (e.g. inter-personal skills, attitude, adaptability, motivation, presentation)	<ul style="list-style-type: none"> Ability to communicate effectively both orally and in writing. Work collaboratively in a team environment and build effective working relationships with others. Being Customer/Client Focused. Excellent inter-personal skills. 	
ANY ADDITIONAL JOB RELATED REQUIREMENTS (eg ability to work irregular hours, shifts)		Ability to work out with normal working hours in order to ensure an effective service.