

Role Description

Role specific skills

- Excellent organisational skills
- Independence in assessing the scope and progress of service requests and tasks
- Ability to take responsibility and to deliver results
- Ability to manage and prioritise tasks concurrently to meet deadlines
- Manage relationships across all areas of the business and directly with clients

Technical

- Microsoft Office suite
- Suite of code and database administration tools as provided by the business
- Ticket Management tools
- SQL Server
- Good understanding of programming principles and ideally exposure to C# and VB.NET

Organisational & Communication

- Good communication skills
- Good commercial awareness
- Support & compliance with company ISMS
- Clear, concise reporting skills
- Ability to maintain good stakeholder relations

Qualifications & experience

- Academic qualifications as recognised by the IT Industry
- Relevant experience in a similar role
- Experience of service desk management
- Experience of change management and service improvement
- Experience of Agile software delivery
- Very good data analytical skills

Key Skills and Attributes:

- Calm under pressure
- Analytical
- Excellent problem-solving skills
- Organised
- Flexible and adaptable
- Ability to work on their own
- Disciplined and structured approach
- Confidential, professional, and trustworthy