



| Person Specification |                   |              |  |
|----------------------|-------------------|--------------|--|
| <b>Post title</b>    | Mobile IT Officer | <b>Grade</b> | Pay Band G / £32,061 - £33,699 per annum |

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

| Shortlisting Number                          | Criteria  | Method of assessment |
|--|---|----------------------|
| <b>Skills, knowledge, experience</b>         |   |                      |
| S1   | Evidence of experience within an IT Technical support background with knowledge of PC/Laptop hardware, Microsoft Operating systems , Microsoft 365 and Cisco switch configuration.                    | CV/SS, I             |
| S2   | Ability to think creatively to use researched information to inform future IT service delivery.   | CV/SS, I             |
| S3   | Ability to work as a team member to help deliver IT application support and development projects  | CV/SS, I             |
| S4   | Ability to assist in the analysis of problems and contribute to the restoration of service.   | CV/SS, I             |
| S5   | Ability to work and communicate with customers to resolve operational issues and discuss work assignments.  | CV/SS, I             |
| S6   | Ability to manage own time.   | CV/SS, I             |
| S7   | Ability to prioritise and work to tight timescales.   | CV/SS, I             |
| S8   | The Post requires a full driving license and access to a vehicle with business use insurance.   | CV/SS, I             |
| <b>Personal attributes and circumstances</b> |   |                      |
| P1   | You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect   | I                    |
| P2   | A demonstrable willingness to share information and work with other people.   | CV/SS, I             |
| <b>Communication</b>                         |   |                      |
| C1   | A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people’s points of view. | CV/SS, I             |
| <b>Qualifications</b>                        |   |                      |

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|    |   |          |
|----|---|----------|
| Q1 | Evidence of academic ability or relevant work experience  | CV/SS, C |
| Q2 | Be prepared to work towards recognised industry practitioner and / or service management qualifications | CV/SS    |

**CV/SS** = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview  
**P** = Presentation **AC** = Assessment Centre **T** = Test

**Where the post involves working with children, in addition to a candidate’s ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:**

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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