Knowsley Council

Person Specification			
Post title	Mobile IT Officer	**Grade**	G / £33,119 - £34,811 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
Skills, knowledge, experience		
S1	Evidence of experience within an IT Technical support background with knowledge of PC/Laptop hardware, Microsoft Operating systems, Microsoft 365, Cisco & Fortinet switch configuration and Cisco and Fortinet WIFI systems.	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
Personal attributes and circumstances		
P1	You must adhere to and demonstrate your understanding of the “Knowsley Behaviours” Proactive, I Accountable, Collaborative and Empowering.	I
P2	A demonstrable willingness to share information and work with other people.	CV/SS, I
Communication		
C1	A demonstrable willingness to share information and work with other people, including the ability to	CV/SS, I

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Knowsley Council

	listen, communicate with and understand others, taking account of other people's points of view.	
Qualifications		
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.

May 2025

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