

# Person Specification

## Knowledge – Essential

- Sound working knowledge of Microsoft Office 365 and its components.
- Sound working knowledge of Office 365 Admin and Entra ID (Azure AD).
- Good understanding of operating systems, mobile devices and peripherals.
- Good understanding of DNS administration.
- Knowledge of networking and security practices including anti-virus.
- Knowledge of SQL/Database administration.

## Knowledge – Desirable

- A working knowledge of Apple MacOS, iOS and MDM software.
- Familiarity with the principles of Cyber security and data privacy.
- Programming skills in SQL and PHP.

## Skills – Essential

- Excellent troubleshooting skills.
- Competent IT skills in Microsoft Word, Excel, PowerPoint, and collaborative software (e.g. Zoom and MS Teams).
- IT skills, enabling the trouble shooting of day-to-day software and hardware problems and the competent operation of administration dashboards/control panels for cloud-based applications (especially Microsoft 365, Azure and Zoom)
- An effective communicator – both in writing and speech.
- An analytical mindset with the ability to think outside the box.

## Skills – Desirable

- IT-related qualifications (CompTIA, MS Certifications, Degree).
- Website design, development and deployment skills.

## Experience – Essential

- Experience of providing user technical support in a Windows environment.
- Experience of cloud computing, hosting and architecture.
- Experience of DNS register administration and update.
- Experience of initiating, developing and implementing IT policies.

## Experience – Desirable

- Experience as a cloud database administrator, ideally working with SQL Server.
- Experience in delivering IT projects.

### **Attributes – Essential**

- A problem-solving mindset with the ability to troubleshoot and resolve technical issues.
- Attention to detail regarding system configuration and maintaining system records and documentation.
- Effective communication and interpersonal skills, especially in training and supporting non-technical end-users.
- The ability to analyse business needs and convey these requirements to the contracted IT developer.
- Self-motivated and proactive in identifying opportunities for system enhancements and process improvements and a willingness to keep up with the latest advances in IT.

### **Welsh Language – Essential**

- An enthusiastic commitment to learning Welsh to a standard which will enable the person to use the language at a simple level in day to day.

### **Welsh Language – Desirable**

- Fluent, high-quality written and spoken Welsh.