

**Richmondshire District Council
Person Specification**

Technical Support Officer

**Criteria will be assessed via the submitted application form (A), and
Interview (I)**

	Essential	Desirable
Qualifications	1. 5 GCSE (or equivalent) including Maths and English (A)	a) RSA II/III Typing/Word Processing or equivalent (A) b) NVQ2 Business Administration (A)
Experience	2. Experience of word processing in an office environment (A) 3. Dealing with the public. (I) 4. Experience of modern office technology (I)	
Knowledge	5. The ability to maintain filing systems (I) 6. Ability to work with spreadsheets (A)	c) Powerpoint and Publisher (A, I) d) Previous knowledge of working in Local Government (A, I) e) Ability of audio type (A, I)
Personal Aptitudes and skills	7. Ability to work in a team (I) 8. Ability to work under pressure to achieve targets and meet deadlines (A, I) 9. Good standard of oral and written communication skills (A, I) 10. Ability to be tactful and courteous with customers (I)	
Disposition	11. Ability to use initiative (I)	
Other requirements	12. Comply with the Council's Equalities and Diversity Policy (I) 13. Full clean driving licence (A)	

December 2016