



Person Specification

ICT Assistant	Essential	Desirable
Education and Qualifications		
Experience within a successful Registered Social Landlord or housing related organisation		✓
Diploma or degree level experience in computer-related discipline or be able to demonstrate equivalent practical experience in an ICT Technical / Support role	✓	
Experience in contributing effectively to the organisation, and continuous improvement of ICT policies and processes	✓	
Previous experience of operating and managing tickets within an organisation's ICT help desk facility	✓	
Previous experience developing reports using Microsoft Excel and SQL Reporting Services		✓
Experience in developing high quality policies through reviewing best practice and researching best possible options		✓
Experience in collation of performance or other statistical information		✓
Experience in providing training on ICT issues to non-technical personnel (whether formal or informal)	✓	

Technical Knowledge	Essential	Desirable
Working knowledge of WordPress and DNS management to develop and maintain our web site		✓
Comprehensive knowledge of all Microsoft 365 applications, including: Word, Excel, PowerPoint, Publisher, SharePoint & Visio	✓	
Comprehensive knowledge of the Microsoft Windows operating system	✓	
Strong knowledge of mobile operating systems, Android & iOS	✓	
Demonstrate excellent IT knowledge	✓	
Knowledge of mobile device management and delivering agile working through ICT		✓
Demonstrate a knowledge of relevant compliance legislation, in particular information security & GDPR	✓	
Working knowledge of SQL to maintain, edit and update databases, building queries and generating reports	✓	
Knowledge of Power BI to generate comprehensive reports		✓



Skills and Abilities	Essential	Desirable
Excellent communication, listening and inter-personal skills	✓	
Decisive individual who can confidently make informed decisions and recommendations		✓
Ability to develop good relationships with staff and external agencies to meet the objectives of the role	✓	
Excellent administration skills and ability to prioritise your workload, working diligently with minimal supervision	✓	
Ability to suggest and implement innovative solutions to improve the services of SHA and its subsidiaries	✓	
Ability to suggest purchase requirements in line with budgetary requirements		✓

Other Requirements	Essential	Desirable
Driving licence and access to your own car		✓
Flexibility in working arrangements (willing to work outside normal office hours when required)	✓	