

Swydd Ddisgrifiad



Cyfadran/Adran	Gwasanaethau Gwybodaeth
Adran	Seilwaith a Seiberddiogelwch
Teitl y Swydd	Technegydd Cefnogi Seilwaith
Yn atebol i	Uwch Swyddog Technegol
Gradd	O&A3

Prif Atebolrwydd

Cyfrannu at ddarparu systemau, prosesau a Gwasanaethau Cymorth Technegol yn effeithiol a darparu cymorth arbenigol i staff a myfyrwyr ar draws pob campws.

Cefnogi gweithgareddau gweinyddol gan gynnwys datblygu dogfennau cymorth ar gyfer systemau a gwasanaethau TG y brifysgol. Cofnodi gwybodaeth a sicrhau bod cofnodion cywir yn cael eu cynnal e.e asedau a gwarediadau. Sicrhau cydymffurfiaeth â gofynion yswiriant, rheoleiddiol a chyfreithiol perthnasol megis GDPR, Ardystiad Cyber Essentials etc.

Darparu cymorth technegol cynhwysfawr sy'n canolbwyntio ar y cwsmer, cyngor ac atebion i ymholiadau technegol a cheisiadau am gymorth a godir drwy'r Ddesg Wasanaeth.

Cyfrannu at ddarparu cymorth TG/clywedol ymatebol ac effeithiol i staff, myfyrwyr ac ymwelwyr trwy gymorth wyneb yn wyneb, ar y ffôn ac o bell ar gyfer byrddau gwaith cyfrifiaduron, dyfeisiadau symudol, offer clyweledol ac amlgyfrwng, argraffwyr ac offer arbenigol arall a ddefnyddir gan staff Academaidd, staff a myfyrwyr y Gwasanaeth Proffesiynol.

Tasgau Allweddol

Ymgysylltu'n effeithiol â Strategaeth y Brifysgol ar gyfer Cefnogi Dysgu a Chyflawniad Myfyrwyr a'r Strategaeth Ddigidol i sicrhau bod Gwasanaethau Cymorth Technegol yn cael eu darparu'n gyson ar draws y Brifysgol.

Gweithredu fel pwynt cyswllt i ddadansoddi a datrys problemau technegol cymhleth yn ymwneud â seilwaith TG/Clyweledol y brifysgol a lle bo'n briodol dogfennu a rhannu canfyddiadau.

Cynnig cymorth technegol i'r holl ddefnyddwyr drwy e-bost, dros y ffôn ac wyneb yn wyneb - un ai o fewn y Ganolfan Wybodaeth neu drwy ymweld â lleoliadau defnyddwyr. Bydd hyn yn cynnwys datrys problemau a datrys ymholiadau technegol sy'n ymwneud â'r seilwaith TG/Clyweledol a chymwysiadau meddalwedd a ddefnyddir yn y Brifysgol i gyflawni lefel uchel o ddatrysiadau cymorth rheng flaen ac ail reng.

Uwch gyfeirio materion cymhleth nad oes modd eu datrys i uwch staff/reolwyr ail linell a thrydedd linell o fewn yr adran berthnasol yn brydlon ac yn briodol.

Ysgrifennu a chynnal dogfennaeth weithdrefnol ar gyfer cwsmeriaid i gynorthwyo i ddatrys materion cyffredin. Hyrwyddo'r rhain a gwasanaethau cymorth technegol 'hunangymorth' eraill drwy amrywiaeth o sianeli megis poster, fideos, y cyfryngau cymdeithasol, VLE, tudalennau gwe etc.

Cyflawni ein dyletswyddau gweinyddol systemau priodol a thasgau prosiect yn unol â chyfarwyddyd yr Uwch Swyddog Technegol a/neu'r Rheolwr Seilwaith a Chymorth Technegol e.e datrys problemau, gan sicrhau nad yw diogelwch a chywirdeb data mewn perygl drwy sicrhau cydymffurfiaeth â gofynion rheoleiddiol a chyfreithiol perthnasol.

Cynnal gwybodaeth am dechnolegau sydd newydd eu defnyddio a'r datblygiadau diweddaraf mewn caledwedd a meddalwedd i gefnogi dilyniant parhaus seilwaith technegol y brifysgol.

Sicrhau bod y gwaith cynnal a chadw systemau a gwasanaethau yn cael ei wneud yn y modd mwyaf darbodus ac effeithlon.

Cysylltu â chydweithwyr yn y Tîm Seilwaith a Seiberddiogelwch ac adrannau eraill y brifysgol i gefnogi prosiectau sy'n ymwneud â gwelliannau yn y ddarpariaeth TG/Clyweledol ar draws y ddau gampws wyneb yn wyneb a llwyfannau rhithwir.

Darparu cyfathrebiadau sy'n ymwneud â gwasanaethau, systemau a phrosesau cymorth technegol.

Darparu gweithgareddau hyfforddiant un-i-un yn ymwneud â gwasanaethau neu galedwedd newydd gan gynnwys danfon o bell neu sesiynau wyneb yn wyneb a pheccynnau hyfforddiant pwrpasol ar gyfer staff neu fyfyrwyr.

Ar y cyd â chydweithwyr eraill o fewn y Tîm Seilwaith a Seiberddiogelwch, archebu caledwedd, meddalwedd a pherifferolion gan gyflenwyr cymeradwy ac yn unol â gweithdrefnau'r brifysgol, gan sicrhau bod defnyddwyr teuluol yn cael gwerth gorau a gwasanaeth prydlon.

Bod yn gyfrifol am osod, ffurfweddiad a chynnal a chadw offer technegol megis cyfrifiaduron, argraffwyr, eitemau clywedol ac arbenigol eraill. Os oes angen, cyfathrebu â chytundebwyr neu gyflenwyr allanol am gymorth a rhannau.

Mewnosod meddalwedd a chaledwedd rhwydwaith ar draws y Campws, gosod ceblau gan gynnwys gosodiadau a ffurfweddiad meddalwedd ar sawl lleoliad Campws y Brifysgol.

Cynorthwyo â'r paratodau a darpariaeth cynadledau mawr, diwrnodau agored, digwyddiadau academaidd/corfforaethol, etc. i gefnogi enw da'r Brifysgol a chreu profiad cadarnhaol i bawb sy'n mynychu.

Cynnal rheolaeth archwilio, diogelwch, gweithredol rheolaidd yn berthnasol i ddefnydd systemau'r Brifysgol. Pennu mai mynediad a gymeradwywyd yn unig a ganiateir a bod systemau'n ddiogel o fewn polisi diogelwch.

Cynnig cymorth ar y safle ar gyfer TG, Technolegau Clyweledol, fideo-gynadledda a thechnolegau amlygfrwng eraill. Rhoi cyngor, arweiniad a chymorth ar sut i ddefnyddio'r offer a dyfeisiau eraill a gefnogir gan gynnwys cyfrifiaduron, Apple Mac's, Dyfeisiau, Ffonau Clyfar etc. i alluogi defnyddwyr i ymgymryd â'u gwaith yn effeithiol.

Cefnogi gwerthusiad gwasanaeth a chasglu adborth er mwyn cynorthwyo datblygiad gwasanaeth technegol y dyfodol. Cefnogi'r ymgyrchoedd 'Dywedoch chi, gwnaethom ni, hyrwyddo'r ystod o adnoddau TG/Clyweledol sydd ar gael i fyfyrwyr, rhoi adborth cadarnhaol i fyfyrwyr ar ddatblygiadau technegol a chymryd rhan mewn gweithgareddau cyfathrebu eraill er mwyn gwella canlyniadau'r Ysgolion Cefnogol Cenedlaethol.

Cynnal safon uchel o daclusrwydd a glanweithdra ac ymgymryd â thasgau cadw tŷ rheolaidd i gadw trefn.

Ymgysylltu â rhwydweithiau proffesiynol o fewn yr adran a thu hwnt a rhannu arferion gorau.

Cymryd rhan weithredol yn eich Datblygiad Proffesiynol Parhaus eich hun.

Nodweddion Arbennig

Gall bod angen cefnogaeth gyda'r nos, ar benwythnosau neu'r tu allan i oriau swyddfa o bryd i'w gilydd. Felly mae gofyn am ddull gweithredu hyblyg i oriau gwaith.

Bydd gofyn i ddeiliad y swydd ymweld â phob campws ac weithiau sefydliadau partner a chyflenwyr.

Dyletswyddau Cyffredinol

Byddwch yn sicrhau bod systemau a gweithdrefnau rheoli priodol ar waith er mwyn bodloni'ch dyletswyddau a'ch cyfrifoldebau iechyd a diogelwch a geir ym mholisi iechyd a diogelwch y Brifysgol. Yn benodol, byddwch yn sicrhau bod asesiadau risg priodol yn cael eu cynnal mewn perthynas â pheryglon sylweddol ac yr ymgymerir ag arolygon diogelwch o leiaf unwaith y flwyddyn ym mhob gweithle dan eich rheolaeth chi.

Cyfrifoldeb y gweithwyr yw ymgorffori Polisi Cyfle Cyfartal y Brifysgol o fewn eu maes cyfrifoldeb eu hunain ac yn eu hymddygiad cyffredinol.

Mae gan yr holl staff gyfrifoldeb i hyrwyddo gofal cwsmer o ansawdd yn eu maes cyfrifoldeb eu hunain.

Rhaid i staff fod yn ymwybodol o ymrwymiad y Brifysgol i Gynaliadwyedd.

Rhaid i bob aelod o staff hyrwyddo ymddygiad iach ac iechyd meddwl a llesiant cadarnhaol.

Disgwylir i ddeiliaid swyddi gydweithredu â'r broses Adolygu Datblygiad Proffesiynol, gan gymryd rhan wrth osod amcanion er mwyn cynorthwyo gyda monitro perfformiad a datblygiad yr unigolyn.

Byddwch yn asesu anghenion hyfforddiant a datblygiad pob aelod o staff dan eich rheolaeth i sicrhau ei fod yn cael ei gefnogi'n ddigonol mewn perthynas â'i gyfrifoldebau yn y gwaith.

Dyletswyddau perthnasol eraill sy'n gymesur â gradd y swydd, a all gael eu neilltuo gan y Rheolwr, mewn cytundeb â deiliad y swydd. Ni ddylid gwrthod cytundeb o'r fath yn afresymol.

Mae'r cyfrifoldebau allweddol sydd wedi'u cynnwys yn y swydd ddisgrifiad hwn yn rhai nodweddiadol, nid ydynt yn gynhwysfawr. Gellir addasu dyletswyddau a chyfrifoldebau mewn trafodaeth â deiliad y swydd.

Disgwylir i'r holl ddeiliaid swydd yn y Gyfarwyddiaeth allu cynnig cymorth ar draws pob maes, y tu hwnt i'w tîm uniongyrchol, ar gais y Cyfarwyddwr ac yn gymesur â'u sgiliau, eu gwybodaeth a'u profiad.

Adolygu

Mae hwn yn ddisgrifiad o'r swydd ar adeg ei chyhoeddi. Arfer y Brifysgol o bryd i'w gilydd yw adolygu a diweddarau swydd ddisgrifiadau er mwyn sicrhau eu bod yn adlewyrchu natur gyfredol y swydd a gofynion y Brifysgol yn gywir ac i ymgorffori unrhyw newidiadau rhesymol pan fo angen, mewn ymgynghoriad â deiliad y swydd.

Manyleb Person

Teitl y Swydd: **Technegydd Cefnogi Seilwaith**

Er mwyn cael eich rhoi ar y rhestr fer rhaid i chi arddangos eich bod yn bodloni'r holl feini prawf hanfodol a hynny o'r meini prawf dymunol ag sy'n bosib. Pan fydd gennym nifer fawr o geisiadau sy'n bodloni'r holl feini prawf hanfodol, byddwn wedyn yn llunio'r rhestr fer gan ddefnyddio'r meini prawf dymunol.

Meini Prawf Dethol

Prifodoleddau	Eitem	Meini Prawf Perthnasol	Dull Adnabod	Pwysigrwydd	
1	Sgiliau a Gallu	1.1	Hoelio sylw ar gwsmeriaid gyda sgiliau rhyngpersonol a chyfathrebu rhagorol	Ff, C	H
		1.2	Sgiliau datrys problemau gwych a'r gallu i weithio ar eich liwt eich hun	Ff, C	H
		1.3	Y gallu i aros yn hyderus a pheidio â chynhyrfu dan bwysau.	Ff, C	H
		1.4	Sgiliau gwaith tîm rhagorol.	Ff, C	H
		1.5	Y gallu i weithio'n effeithiol gyda staff ar bob lefel ac i gyfathrebu gofynion adrannol yn glir, wrth ddeall a chydymdeimlo â gofynion ac anghenion eraill er mwyn meithrin perthnasau da.	Ff, C	H
		1.6	Sgiliau TG gwych gan gynnwys Microsoft Solutions a datrysiadau TG mewnol (hyfforddiant yn cael ei ddarparu).	Ff, C, P	H
		1.7	Hyder a'r gallu i weithio'n annibynnol a'r gallu i wneud penderfyniadau heb lawer o gymorth.	Ff, C	H

2	Gwybodaeth Gyffredinol ac Arbenigol	2.1	Gwybodaeth a dealltwriaeth fanwl mewn cymaint o'r meysydd canlynol ag y bo modd, a pharodrwydd a'r gallu i ddatblygu gwybodaeth a sgiliau mewn meysydd eraill:- <ul style="list-style-type: none"> • Systemau gweithredu cleientiaid • Rhwydweithio • cyfrifiadura symudol ac o bell • Offer Clyweledol a systemau rheoli • Argraffu 	Ff, C, P	H
		2.2	Y gallu i adnabod diffygion caledwedd a meddalwedd ac i amnewid/uwchraddio caledwedd yn ôl yr angen.	Ff, C	H
		2.3	Gallu siarad Cymraeg.	Ff, C	D
3	Addysg a Hyfforddiant	3.1	Wedi cymhwyso i HNC/HND neu'n gweithio tuag at gymhwyster lefel uwch.	Ff, T	H
		3.2	Lefel uchel o sgiliau Gweinyddu a gwybodaeth ymarferol dda am raglenni Microsoft Office/macOS/Linux.	Ff, C	H
		3.3	Cymhwyster / hyfforddiant yn ymwneud â Gwasanaethau Cwsmer (e.e. Customer First)	Ff, T	D
		3.4	Tystiolaeth o ddatblygiad proffesiynol parhaus ac ymrwymiad i hyfforddi.	Ff, C	H
4	Profiad Perthnasol	4.1	Profiad o weithio mewn amgylchedd technegol (TG/Clyweledol), gan ddarparu cyngor ac arweiniad technegol.	Ff, C	H
		4.2	Profiad o weithio mewn amgylchedd prysur/swnlyd sy'n canolbwyntio ar y cwsmer.	Ff, C	D
		4.3	Profiad o ddefnyddio technolegau newydd gan gynnwys cyfryngau cymdeithasol ac offer cyfathrebu arall.	Ff, C	H

		4.4	Profiad o weithio mewn tîm.	Ff, C	H
		4.5	Profiad o gwblhau gosodiadau a chynnal a chadw offer technegol.	Ff, C	H
5	Ymddygiad/Gallu Bydd yn ofynnol i ddeiliad y swydd ddangos ei fod yn gallu bodloni'r rhinweddau sy'n gysylltiedig â'r cymwyseddau ymddygiadol canlynol.	5.1	Rheoli'r hunan a sgiliau personol Ymwybyddiaeth o'ch ymddygiad eich hun ac ystyried sut mae'n effeithio ar eraill, gwella sgiliau personol i addasu arfer proffesiynol yn unol â hynny.		
		5.2	Cyflawni gwasanaeth rhagorol Darparu gwasanaeth o'r safon uchaf i gleientiaid allanol a mewnol. Meithrin perthnasoedd hirdymor didwyll ac agored er mwyn codi safonau gwasanaeth.		
		5.3	Canfod Datrysiadau Ymgymryd ag agwedd holistig a gweithio'n frwdfrydig i ddadansoddi problemau a datblygu datrysiadau ymarferol. Adnabod cyfleoedd ar gyfer arloesi.		
		5.4	Croesawu newid Croesawu ac ymgysylltu syniadau newydd a ffyrdd newydd o weithio. Addasu i sefyllfaoedd anghyfarwydd, newid gofynion a newid rolau.		
		5.5	Defnyddio adnoddau'n effeithiol Nodi'r ffyrdd mwyaf cynhyrchiol o ddefnyddio adnoddau, gan gynnwys pobl, amser, gwybodaeth, rhwydweithiau a chyllidebau, a manteisio arnynt.		
		5.6	Ymgysylltu â'r cyd-destun ehangach Gwella eich cyfraniad i'r sefydliad trwy ddeall y darlun ehangach a dangos ymrwymiad i werthoedd sefydliadol.		
		5.7	Datblygu eich hun ac eraill Dangos ymrwymiad i'ch datblygiad proffesiynol parhaus eich hun. Cefnogi ac annog eraill i ddatblygu eu gwybodaeth broffesiynol, sgiliau ac		

		ymddygiadau proffesiynol i'w galluogi i gyrraedd eu potensial llawn.	
	5.8	Gweithio gyda'n gilydd Cydweithio ag eraill er mwyn cyflawni amcanion. Cydnabod a gwerthfawrogi'r cyfraniadau gwahanol mae pobl yn eu cynnig i'r broses hon.	
	5.9	Cyflawni canlyniadau Bodloni amcanion a meini prawf llwyddiant y cytunwyd arnynt yn gyson. Cymryd cyfrifoldeb personol am gyflawni pethau.	
Dyddiad Adolygu			

Allwedd	Dull Adnabod	Ff	Ffurflen Gais
		C	Cyfweliad
		P	Prawf
		T	Copi o Dystysgrifau
		Rh	Rhoi Cyflwyniad
		G	Asesiad Grŵp
	Pwysigrwydd	H	Hanfodol
		D	Dymunol



Job Description



Faculty/Department	Information Services
Section	Infrastructure and Cyber Security
Job Title	Infrastructure Support Technician
Reports to	Senior Technical Officer
Grade	O&A3

Principal Accountabilities

To contribute to the effective delivery of Technical Support Services, systems and processes and provide specialist support to staff and students across all campuses.

To support administrative activities including the development of support documentation for university IT systems and services. Record information and ensure the maintenance of accurate logs e.g. assets and disposals. Ensure compliance with relevant insurance, regulatory and legal requirements such as GDPR, Cyber Essentials Certification etc.

Provide a comprehensive, customer focused and professional technical support, advice and solutions to technical enquiries and support requests which are raised via the Service Desk.

Contribute to the delivery of responsive and effective IT/AV support to staff, students and visitors through face to face, phone and remote based support for computer desktops, mobile devices, audio visual and multimedia equipment, printers and other specialist equipment used by Academic staff, Professional Service staff and students.

Key Tasks

To engage effectively with the University's Strategy for Supporting Student Learning and Achievement and Digital Strategy to ensure the consistent delivery of Technical Support Services across the University.

Act as a point of contact to analyse and trouble-shoot complex technical issues relating to the university's IT/AV infrastructure and where appropriate document and share findings.

Provide high quality, prompt and customer focussed technical support to users via e-mail, remote tools, telephone and face to face by visiting user locations. This will involve problem solving and resolving technical queries related to the IT/AV infrastructure and software applications in use in the University to achieve a high level of first and second line support resolutions.

Promptly and appropriately escalate complex incidents which cannot be resolved to 3rd line senior staff/managers within the relevant department.

Develop and maintain customer procedural documentation to assist with the resolution of common incidents. Promote these and other technical 'self-help' support services through various channels such as posters, videos, social media, VLE, webpages etc.

To carry out appropriate systems administrative duties and project tasks as directed by the Senior Technical Officer and/or the Infrastructure and Technical Support Manager e.g. trouble shooting problems, making sure security and data integrity is not at risk by ensuring compliance with relevant regulatory and legal requirements.

Maintain knowledge of newly deployed technologies and the latest developments in hardware and software to support the ongoing progression of the university's technical infrastructure.

Ensure that the maintenance of systems and services are carried out in the most economic and efficient manner.

Liaise with colleagues in the Infrastructure and Cyber Security Team and other university departments to support projects related to improvements in the IT/AV provision across both physical campuses and virtual platforms.

To provide communications related to technical support services, systems and processes.

To deliver one to one training activities related to new services or hardware including remote delivery or face-to-face sessions and bespoke training packages for staff or students.

In conjunction with other colleagues within the Infrastructure and Cyber Security Team, order hardware, software and peripherals from approved suppliers and in line university procedures, ensuring end users receive best value and prompt service.

Be responsible for the installation, configuration and maintenance of technical equipment such as PCs, printers, AV and other specialist items. If necessary, liaise with external contractors or suppliers for support and parts.

Install network hardware and software throughout the Campus, cable installations including software setups and configurations at the various University's Campus locations.

Provide assistance in the preparation and delivery for large scale conferences, open days, academic/corporate events, etc. to support the University's reputation and create a positive experience for all attending.

Carry out regular operational, security, audit control regarding the usage of the University systems. Determine that only approved accessed is allowed and that systems are secure within security policy.

Provide onsite support for IT, Telephony, AV, video conferencing & other multimedia technologies. Give advice, guidance and support on how to use the equipment and other supported devices including PC's, Apple Mac's, Smart Phones, Devices etc to enable users

to effectively undertake their work.

To support service evaluation and gathering of feedback in order to assist future technical service development. Support the 'You said We did' campaigns, promoting the range of IT/AV resources available to students, giving positive feedback to students on technical developments and engaging in other communication activities in order to improve NSS outcomes.

To maintain all work areas to a high standard of tidiness & cleanliness and undertake regular housekeeping tasks to maintain good order.

To engage with and contribute to professional networks inside and outside the department and to share best practice.

To take an active role in own Continuous Professional Development.

Special Features

Evenings, weekend or out of hours support may be required from time to time. Flexible approach to working hours is therefore required.

There will be a requirement for the post holder to visit all campuses and occasionally partner organisations and suppliers.

General Duties

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Staff must be aware of the University's commitment to Sustainability.

All staff must promote healthy behaviour and positive mental health and wellbeing.

Post holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

All post-holders within the Directorate are expected to be able to provide support across all areas, beyond their immediate team, as requested by the Director and commensurate with their skills, knowledge and experience.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification

Job Title: Infrastructure Support Technician

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

Selection Criteria					
Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	Highly customer focussed with excellent interpersonal and communication skills.	A, I	E
		1.2	Excellent problem-solving skills and ability to work on own initiative	A, I	E
		1.3	The ability to stay calm and confident in difficult or pressurised situations.	A, I	E
		1.4	Excellent team-working skills.	A, I	E
		1.5	Ability to work effectively with staff at all levels and to clearly communicate departmental requirements, whilst understanding and empathising with others requirements and needs to build good relationships.	A, I	E
		1.6	Excellent IT skills including Microsoft Solutions and in-house IT solutions (training provided).	A, I, T	E
		1.7	Confidence and ability to work independently and the ability to make decisions with minimal support.	A, I	E
2	General & Specialist Knowledge	2.1	Knowledge and deep understanding in as many of the following areas and a willingness and aptitude to develop knowledge and skills in other areas:- <ul style="list-style-type: none"> • Client operating systems • Networking • mobile and remote computing • Audio Visual equipment and control systems 	A, I, T	E

			<ul style="list-style-type: none"> • Printing 		
		2.2	Ability to diagnose hardware and software faults and to make hardware replacements/upgrades as necessary.	A, I	E
		2.3	Welsh Speaking.	A, I	D
3	Education & Training	3.1	Qualified to HNC/HND or working towards a higher-level qualification.	A, C	E
		3.2	High level of Administration skills and good working knowledge of Microsoft Office applications/macOS/Linux.	A, I	E
		3.3	Customer Services qualification / training (e.g. Customer First).	A, C	D
		3.4	Evidence of continued professional development and commitment to training.	A, I	E
4	Relevant Experience	4.1	Experience of working within a technical environment (IT/AV) providing technical advice and guidance.	A, I	E
		4.2	Experience of working in a busy/high volume customer-focussed environment.	A, I	D
		4.3	Experience of using new technologies including social media and other communication tools.	A, I	E
		4.4	Experience of working in a team.	A, I	E
		4.5	Experience of carrying installations and maintenance of technical equipment.	A, I	E
5	Behaviours/Competencies The role holder will be required to evidence that they can meet the qualities associated with the following behavioural competencies.	5.1	Managing self and personal skills Being aware of own behaviour and mindful of how it impacts on others, enhancing personal skills to adapt professional practice accordingly.		
		5.2	Delivering excellent service Providing the best quality service to external and internal clients. Building genuine and open long-term relationships in order to drive up service standards.		
		5.3	Finding solutions Taking a holistic view and working enthusiastically to analyse problems and to develop workable solutions. Identifying opportunities for innovation.		

		<p>5.4 Embracing change Being open to and engaging with new ideas and ways of working. Adjusting to unfamiliar situations, shifting demands and changing roles.</p> <p>5.5 Using resources effectively Identifying and making the most productive use of resources including people, time, information, networks and budgets.</p> <p>5.6 Engaging with the wider context Enhancing your contribution to the organisation through an understanding of the bigger picture and showing commitment to organisational values.</p> <p>5.7 Developing self and others Showing commitment to own ongoing professional development. Supporting and encouraging others to develop their professional knowledge, skills and behaviours to enable them to reach their full potential.</p> <p>5.8 Working together Working collaboratively with others in order to achieve objectives. Recognising and valuing the different contributions people bring to this process.</p> <p>5.9 Achieving results Consistently meeting agreed objectives and success criteria. Taking personal responsibility for getting things done.</p>		
Date of Revision				

Key	Identification Method	A	Application Form
		I	Interview
		T	Test
		C	Copy of Certificates
		P	Presentation
		G	Group Assessment

	Rank	E	Essential
		D	Desirable

