

Tunbridge Wells Borough Council
Person Specification



POST TITLE: IT Trainer for Microsoft 365

GRADE: 6

SERVICE: HR

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	<p>Experience of developing and running specialised training on core applications within M365</p> <p>Experienced in supporting users with Microsoft 365 products and a good working knowledge of the Microsoft 365 environment.</p>	Experience driving technology adoption and reporting on workplace technology adoption	Application form and interview
QUALIFICATIONS/ TRAINING	<p>Educated to degree level in a relevant subject or equivalent level of experience of working at a similar level in specialist area</p> <p>Formal technical qualification, eg Microsoft Certified or equivalent</p>		Application form and interview
KNOWLEDGE	<p>Extensive knowledge of M365 and its capabilities (applied within a local government context is an advantage)</p> <p>Knowledge of data storage and sharing content in a cloud environment compliantly.</p>		Application form and interview
PRACTICAL & INTELLECTUAL SKILLS	<p>Ability to speak credibly and authoritatively to technical and non-technical audiences and assimilate technical language quickly and effectively</p>		Application form and interview

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
	<p>Clear communicator with excellent writing and presentation skills; capable of constructing and delivering clear ideas and concepts concisely and accurately for diverse audiences</p> <p>Able to source feedback from user community and translate into actionable improvements.</p> <p>Highly-developed teamwork skills to collaborate effectively with colleagues.</p> <p>Ability to use and deliver training on audio/visual conferencing equipment.</p>		
DISPOSITION/ ATTITUDE	<p>Skills for nurturing key relationships and maintaining personal networks</p> <p>Problem solving with ability to respond to sudden unexpected demands</p> <p>Ability to engender trust and confidence and demonstrate integrity in the provision of advice and support</p> <p>Ability to work on own initiative and organise own workload without supervision working to tight and often changing timescales</p>		Application form and interview
SPECIAL REQUIREMENTS	Must hold a valid UK driving licence and access to a vehicle for business use. Travel to all three councils is required	Awareness of accessibility requirements for public sector bodies.	