PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Graduate Trainee   **Department: IT Services**

	Essential	Desirable	Tested by (Application form, Interview, Test)
Qualifications and Training			
Educated to degree level	X		Application Form
Specific Skills, Experience and Knowledge			
Interest/experience in areas of IT e.g. Application development, web technologies and development, technical support		X	Application Form
Interest in technology roadmaps and innovation and an ability to identify oppurtunities to apply new technologies		X	Interview
Understanding of the different types of testing		X	Application Form
Knowledge and experience of Visio & MS Office productivity tools (Word, Excel, email etc)	X		Interview
Familiarity with using service desks (any package) & providing IT support		X	Interview
Knowledge of ITIL or service desk practices		X	Interview
Demonstrate logical approach to issue resolution	X		Interview
Interests in Audit, Compliance, Security, Policy		X	Interview
Ability to write documentation		X	Interview
Familiarity with Groovy on Grails framework		X	Interview
Familiarity with SQL & large scale datasets		X	Interview
Personal and Interpersonal Qualities			
Planning, organising and personal time management	X		Interview
Strong interpersonal, communication and presentation skills	X		Interview
Analytical and problem solving skills with 'can do' attitude	X		Interview
Willingness to identify fresh approaches and recommend where appropriate		X	Interview
Strong customer service focus	X		Application Form
Appropriate attention to detail	X		Interview
Ability to transfer and augment existing knowledge and experience and an enthusiasm to learning new skills	X		Interview
A proactive approach to problem management and personal development	X		Interview
Ability to work in small teams, including matric and virtual teams	X		Interview
Capacity for Career Development			
Committed to participate in personal development	X		Interview