PERSON SPECIFICATION

JOB TITLE	Application Support Analyst
DEPARTMENT/SECTION	Digital Learning

SAFEGUARDING:

Forest School is committed to safeguarding and promoting the welfare of children.

The postholder will be required to;
- Complete an Enhanced Disclosure and Barring Check (DBS).
- Complete Child Protection Training.
- Promote and safeguard the welfare of all children and young persons they are responsible for, or with whom they come into contact.

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS:		
• Strong A Levels or equivalent	✓	
• University degree at undergraduate level or equivalent qualification		✓
• Microsoft technical certifications		✓
EXPERIENCE:		
• Work in an education or training environment		✓
• Teaching/training experience		✓
• Managing or supporting content, such as an intranet or website.		✓
• Providing support or training in the Microsoft Office365 suite		✓
• Supporting end-users of IT in any way.		
• Training users of software in the use of software applications and technology (e.g. different browsers, devices etc).	✓	✓
• Experience of working with or providing support to people at various levels in an organisation	✓	
• Performing system administration tasks such as managing user accounts in the Microsoft or other application environment.		✓
• Working with others in a technical project team or team that had to meet specified service levels.		
• Experience of presenting in-person or online training interventions.		✓ ✓
KNOWLEDGE & SKILLS:		

• *Advanced* skills in Microsoft Office (PowerPoint, Excel, and Word)	✓	
• Configure and/or management of MS-Teams and MS-SharePoint.		✓
• Integrating Office365 applications (e.g. MS-Forms and PowerPoint)		✓
• Use of Microsoft Power-Automate		✓
• Awareness of current data protection legislation		✓
• Develop short, technical and end-user materials such as basic how-to-videos, articles, presentations etc		✓
PERSONAL COMPETENCIES & QUALITIES:		
• Able to solve technical problems under pressure of time, priority and other people.	✓	
• Strong interpersonal skills	✓	
• Excellent verbal and media skills. Able to communicate with users at all levels and of varying technical ability, using different media	✓	
• A drive to learn about the applications, technical developments, and to develop new technical skills continuously	✓	
• A structured, and organised approach to work, with the ability to manage own priorities and workload, and meet deadlines	✓	
• Able to work independently and as part of a team to respond to incidents and solve problems.	✓	
• Strong work ethic, ability to work under pressure and to tight deadlines.	✓	
• Excellent time-management and an ability to prioritise effectively.	✓	