

## **Selection Criteria – Helpdesk Support Officer**

### **Essential:**

1. Demonstrated knowledge of hardware and software
2. Ability to plan and prioritise work, work under pressure, meet tight deadlines and juggle priorities
3. Good communication skills, particularly in communicating complex technical issues and requirements to a non-technical audience
4. Ability to manage and prioritise workload
5. An in depth knowledge of Microsoft programs, including operating systems and applications
6. Demonstrated experience working in IT field

### **Desirable:**

1. Qualifications in Information Technology

***We value diversity and welcome applicants from all walks of life, ages, backgrounds and cultures.***