

Isle of Man Civil Service Person Specification	
Job Title:	Telephony Team Analyst
Grade:	D200 / Pay Band 7
Department:	Cabinet Office
Division:	Government Transformation Services
Job Purpose	To assist with the implementation and maintenance of Telephony, Mobile and Network specific applications and mobile hardware.

	Essential or Desirable	Method of Assessment
Credibility		
5 GCSEs at grade C (4) or above (or equivalent qualifications) including English Language.	D	CV
Sufficient relevant IT experience in an office environment.	E	CV
Previous experience and an understanding of the workings of a busy IT department and dealing with external contractors and departments.	E	CV
Capability		
Experience of working with Cisco related Telephony products.	D	CV/Interview
Experience of working in an Information Technology environment with a working knowledge of the functions of the Isle of Man Government.	E	CV/Interview
Good interpersonal skills, together with tact and diplomacy in dealing with a wide variety of enquiries received from the Isle of Man Government Departments.	E	CV/Interview
Understanding of the other Telephony based applications such as Redbox, Soft Ex, GFI Faxmaker and ARC.	D	CV/Interview
Experience using Airwatch\MS Intune\Bewator.	D	CV/Interview
Knowledge of Android and iOS mobile operating systems.	D	CV/Interview
Experience of asset management, stock organisation and record keeping.	D	CV/Interview
Awareness of data protection regulation and information security.	D	Interview
Example of managing workload and prioritisation of tasks.	D	Interview
Demonstrate ability to analyse problems and escalate appropriately.	D	Interview
Willingness to discuss if they feel there is a better/more efficient way to do a process or task.	D	Interview
Character		
Curious and willingness to learn and able to identify opportunities for improvement.	D	Interview
Take responsibility for the quality of their own work but willingness to assist others.	D	Interview
Ability to work alone/Unsupervised.	E	Interview

Other Requirements		
Isle of Man Worker.	D	Application
Full, valid Driving License	D	CV
Security Clearance Check.	E	Pre-employment checks