



The Association of Directors of Public Health

Person Specification

Job title: Technical Support Manager

	Essential Criteria	Desirable Criteria
Education qualifications	Degree or equivalent experience Relevant Trailhead badges	Salesforce Administrator qualification
Experience	Considerable experience of developing Salesforce solutions Significant experience of utilisation of MS365, SharePoint and associated programmes Developing and writing ICT protocols Wider IT experience including MSOffice etc Project Management	Membership organisation Third sector working Project management Implementation of VOIP systems
Skills/Ability/Knowledge	Understanding of VOIP systems Exceptional attention to detail Excellent organisational and prioritisation skills – delivering successfully to deadlines Ability to understand user needs Ability to explain systems with clarity Willingness to develop knowledge and skills	Knowledge of membership organisations Knowledge of third sector requirements Financial monitoring and reporting
Qualities/Attributes	Enthusiastic and pro-active – a self-starter, able to work independently and co-operatively in a team Flexible in approach – adapting to changing circumstances	
Other requirements	Willing to be flexible with hours Able to work remotely	