First and foremost, I have completed a Bachelor’s degree in Computer Science, Linguistics and French after five years of study which has provided me with an extensive skillset in programming and software development, I spent a year as a Checkout supervisor in SuperValu where I oversaw a group of people and dealt with customer queries, I spent a year as a clerical officer in the civil service working as a team to rollout blended working across the department, and finally over the past two years I have been completing a ICT Apprenticeship wherein I have had the opportunity to work in an ICT environment within the civil service, improve my existing ICT skillset, complete various projects and obtain various Industry certs which would be invaluable in my role as an ICT Specialist.

* Link to EO ICT in the Civil Service more => perhaps expand more about bachelor’s degree (working as a team, programming languages, etc.)

People Management

* Encourages and supports new and more effective ways of working
* Deals with tensions within the team in a constructive fashion
* Encourages, listen to and acts on feedback from the team to make improvements.

Delivery of Results

* Example of when something went wrong and how you dealt with it.
* Constructively challenges existing approaches to improve efficient customer service delivery.
* Minimises errors, reviewing learning and ensuring remedies are in place.

Analysis and Decision Making

* Tell me about a time you made a difficult decision.
* Correctly extracts and interprets numerical information, conducting accurate numerical calculations.