

## PERSON SPECIFICATION

### C34 ICT Service Desk Officer

| Specification Type                | Additional/changed requirements  | E/D | Measure |
|-----------------------------------|--|-----|---------|
| <b>Personal Skills</b>            | Flexible, hard working to react to project deadlines and support requirements  | E   | 1, 3    |
| <b>Personal Skills</b>            | Ability to work on own initiative and meet deadlines   | E   | 1, 3    |
| <b>Personal Skills</b>            | A professional approach  | E   | 1, 3    |
| <b>Personal Skills</b>            | Excellent communications skills  | E   | 1, 3    |
| <b>Personal Skills</b>            | Customer focussed  | E   | 1, 3    |
| <b>Personal Skills</b>            | Ability to work as part of a team  | E   | 1, 3    |
| <b>Personal Skills</b>            | Ability to solve problems  | E   | 1, 3    |
| <b>Personal Skills</b>            | Good literacy skills   | E   | 1, 3    |
| <b>Personal Skills</b>            | Possess an accurate and methodical approach  | E   | 1, 3    |
| <b>Personal Skills</b>            | Logical thought process  | E   | 1, 3    |
| <b>Personal Skills</b>            | Ability to demonstrate a high level of organisational skills   | E   | 1, 3    |
| <b>Personal Skills</b>            | Able to show enthusiasm for IT related issues  | E   | 1, 3    |
| <b>Experience</b>                 | Experience in installation of PC's and network hardware  | E   | 1, 3    |
| <b>Experience</b>                 | Ability to work to site standard.  | E   | 1, 3    |
| <b>Experience</b>                 | Customer care and telephone skills   | E   | 1, 3    |
| <b>Experience</b>                 | Experience of working to ITIL Framework processes  | D   | 1, 3    |
| <b>Experience</b>                 | Working knowledge of computer equipment and software currently in use within a corporate environment                           | D   | 1, 3    |
| <b>Experience</b>                 | Experience of working with KPIs to monitor performance levels  | D   | 1, 3    |
| <b>Attainments/Qualifications</b> | Higher Education level technical qualification required or equivalent technical experience                                     | E   | 1, 3    |
| <b>Attainments/Qualifications</b> | Microsoft MTA or equivalent  | D   | 1, 3    |
| <b>Knowledge</b>                  | Knowledge of Windows Server & Client environments  | E   | 1, 3    |
| <b>Knowledge</b>                  | Maintaining and administering communications and network systems   | D   | 1, 3    |
| <b>Knowledge</b>                  | Client / Systems diagnostics   | E   | 1, 2, 3 |
| <b>Knowledge</b>                  | Microsoft Active Directory Administration  | E   | 1, 2, 3 |
| <b>Knowledge</b>                  | Microsoft Exchange Administration  | D   | 1, 3    |
| <b>Knowledge</b>                  | Understand in a way appropriate to the job, how the principles of equality and diversity need to be applied within the Council | E   | 1, 3    |
| <b>Knowledge</b>                  | Knowledge of Internet technology   | D   | 1, 3    |
| <b>Knowledge</b>                  | Knowledge of Local Authority procedures  | D   | 1, 3    |
| <b>Physical Requirements</b>      | Physically capable of lifting reasonably heavy boxes and/or equipment after appropriate manual handling                        | E   | 1, 3    |

| Specification Type                | Additional/changed requirements              | E/D      | Measure     |
|-----------------------------------|--|----------|-------------|
|                                   | training.                                    |          |             |
| <b>Physical Requirements</b>      | Must be able to use step ladders             | <b>E</b> | <b>1, 3</b> |
| <b>Special Working Conditions</b> | Able to work out of hours if required.       | <b>E</b> | <b>1, 3</b> |
| <b>Special Working Conditions</b> | Full Driving Licence or working towards one. | <b>D</b> | <b>1, 3</b> |

**Car Allowance:**

This post does not carry a designated car user status.

**E/D:**

Essential (E)

Desirable (D)

**Measure:**

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]