

PERSON SPECIFICATION

Service: IT	Post Title: 2 nd Line Service Desk Analyst Grade: 23-25 Post Number:
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Attributes	Essential	Desirable	How Identified
Relevant Experience	<p>At least 1 years' experience of working in an IT support role</p> <p>Direct experience of technically supporting users in a Microsoft Windows environment.</p> <p>Excellent IT skills and computer literacy</p> <p>Excellent customer service skills.</p>	<p>Recent experience in Local Government.</p> <p>Knowledge of audio/visual presentation systems.</p> <p>At least 1 years' experience of supporting the following:</p> <ul style="list-style-type: none"> - Microsoft (hyper-V) Virtual Desktop Infrastructure, VMWare, Citrix - Diagnostics/Repairs on printers/copiers/scanners - Diagnostics/Repairs/Builds on Dell Desktop PC's and Laptops 	<p>Application Form</p> <p>Interview</p>
Education and Training	<p>Minimum of 5 GCSE's A-C Grades, including English Language and Mathematics</p>	<p>Minimum of NVQ Level 4 IT qualification, or a computer-related degree, or equivalent experience</p>	<p>Application Form</p>
Special Knowledge and Skills	<p>Excellent organisational skills with a systematic and methodical approach to work.</p> <p>Ability to communicate effectively with a wide variety of people in a professional manner, face to face, on telephone and in writing.</p> <p>Ability to demonstrate practical troubleshooting, research and problem analysis techniques.</p> <p>Good attention to detail and ability to show initiative.</p> <p>Ability to plan and prioritise workload without supervision.</p> <p>Ability to prioritise, manage and perform under pressure to meet SLA's.</p> <p>Willing to work flexibly and with enthusiasm</p>		<p>Interview</p> <p>Application Form</p>

Attributes	Essential	Desirable	How Identified
Any Additional Factors	<p>Co-operative team worker adopting a flexible and supportive approach in the workplace.</p> <p>Ability to contribute ideas, suggestions and feedback to improve the service.</p> <p>Reliable in relation to attendance and meeting agreed commitments.</p> <p>Ability to work flexible hours including Saturdays and evenings.</p> <p>Ability to work and travel between working sites.</p> <p>Full driving licence/Use of Car for work.</p>		<p>Application Form</p> <p>Interview</p>

Prepared by: (Manager) Scott Neil.....	Date:
Approved by: (Personnel)	Date: