

Person Specification

Post title	ICT Service Desk Officer	Grade	C
Department	ICT	Post ref	IT6512

Competencies	
<i>Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.</i>	
Competency framework relevant to the post:	Employee
	Assessment
Seeing the big picture	Application form, interview.
Changing, learning and improving	Application form, interview.
Communication	Application form, interview.
Team Working	Application form, interview.
Delivering value for money and quality services	Application form, interview.

Skills	Essential / Desirable	Assessment
Excellent interpersonal skills.	E	Application form, interview.
Ability to efficiently gather relevant information	E	Application form, interview.
Dedication to customer satisfaction.	E	Application form, interview.
Ability to effectively manage own time.	E	Application form, interview.
Ability to explain technical issues in a non technical manner.	E	Application form, interview.

Knowledge	Essential / Desirable	Assessment
Good all round knowledge of PCs (hardware and software) and their interaction with the network including printers, telephones, servers etc.	E	Application form, interview.

Understanding of a Windows AD environment.	D	Application form, interview.
All round knowledge of Office 365 environment	E	Application form, interview.

Experience	Essential / Desirable	Assessment
Significant experience supporting users in an ICT environment.	E	Application form, interview.

Qualifications	Essential / Desirable	Evidence
A level standard.	E	Application form.

Additional information / other requirements of the post
<ul style="list-style-type: none"> • The postholder is eligible for casual car user allowance. • Ability to and ensure compliance with procedures. • Ability to work well independently. • Ability to work well in a team.

Equality Act 2010
<p>The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.</p> <p>If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.</p>

Date produced / last amended
October 2024