

## PERSON SPECIFICATION

|                                               |                                                |                                                              |
|-----------------------------------------------|------------------------------------------------|--------------------------------------------------------------|
| <b>Job Title:</b><br>Desktop Support Engineer | <b>Post No:</b>                                | <b>Grade:</b><br>Band D                                      |
| <b>Directorate:</b><br>IT                     | <b>Division/ Department:</b><br>Infrastructure | <b>Section/Location:</b><br>Desktop Support / Auxilium House |

|                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>All candidates will be considered on their ability to meet the requirements of the person specification</i> | Essential criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Method of Assessment*                                                                                                                                             |
| <i>Experience</i>                                                                                              | <p>Proven and demonstrable experience in providing enterprise level desktop support</p> <p>Experience in using IT Support software to log and manage support requests</p> <p>Proven experience of working in a customer focussed environment and direct customer contact</p> <p>Experience of complex IT system fault analysis, diagnosis and resolution</p> <p>Relevant experience of hardware and software desktop installation, maintenance and upgrades</p> <p>Demonstrable experience of supporting the Microsoft Office suite in an enterprise (business) environment (All versions currently supported by Microsoft)</p> <p>Evidence of supporting Microsoft Office 365, Microsoft OneDrive and other similar enterprise cloud technologies</p> <p>Evidence of supporting Microsoft operating systems Windows (All versions currently supported by Microsoft)</p> <p>Evidence and knowledge of supporting Android, iOS operating systems on mobile phones and tablets (All versions currently supported by vendor)</p> <p>Good working knowledge of Linux OS</p> <p>Proven experience of network and email account administration in Active Directory and Microsoft Exchange in an enterprise setting (All versions currently supported by Microsoft)</p> | <p>S / AF</p> <p>AF</p> <p>AF / I</p> <p>AF / I</p> <p>S / AF / I</p> <p>S / AF / I</p> <p>S / AF / I</p> <p>S / AF / I</p> <p>AF</p> <p>AF</p> <p>S / AF / I</p> |

|                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                         | <p>Able to demonstrate knowledge of Local Area Network topology, configuration and support, as well as knowledge of TCP/IP networking protocols and services</p> <p>Experience of desktop client imaging and patching technologies</p> <p>Good working knowledge of client device encryption and data loss prevention</p> <p>Experience of configuring, commissioning and rolling out Smartphones and PDA devices</p> <p>Good working knowledge of using remote access technologies such as terminal services, VPN, RDP</p> <p>Good working knowledge of small business server including Active Directory services, backups and storage</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>S / AF / I</p> <p>S / AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF/I</p> <p>AF / I</p>                                                                                                                                                                                                                                       |
| <p>Skills and Abilities</p> <p><b>Including personal attributes</b></p> | <p>An ability to use Microsoft Office to at least an intermediate level (All versions currently supported by Microsoft)</p> <p>Advanced working knowledge of Microsoft operating systems (All versions currently supported by Microsoft)</p> <p>Excellent working knowledge of PC hardware, operating systems and applications software</p> <p>Ability to use Microsoft Endpoint Manager / System Centre Configuration Manager (SCCM)</p> <p>Ability to use Microsoft EndPoint Manager (Intune)</p> <p>Ability to use Software Asset management software to report on and manage the PC and software estate</p> <p>The ability to install, maintain and use desktop IT equipment</p> <p>Ability to solve complex technical problems</p> <p>Good skills in recognising fault trends and identifying or researching appropriate solutions</p> <p>Ability to analyse and assimilate information</p> <p>Good written and oral communication skills, including the ability to communicate and deliver in a clear and concise manner</p> <p>Ability to advise, guide and communicate technical issues to non technical staff</p> <p>Ability to convey the messages in an authoritative yet polite and cooperative manner and exercise political awareness at all times</p> <p>Ability and commitment to provide customer focused services</p> <p>Ability to adapt ways of working in response to changing circumstances</p> <p>Ability to log and maintain accurate records</p> <p>Ability to follow documented processes and procedures</p> <p>Prioritise and productively undertake allocated workload in an organised, logical manner</p> <p>Ability to work well in a team or under own initiative</p> <p>Ability to work under pressure and in complex and demanding environments</p> <p>The ability to present oneself well</p> | <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>S / AF / I</p> <p>AF/I</p> <p>AF</p> <p>AF</p> <p>I</p> <p>I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> <p>AF / I</p> |

|                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications and Training</b><br><i>including professional qualifications</i>                                                                                             | Educated to degree level or have equivalent level of relevant knowledge and experience<br><br>plus<br><br>relevant professional qualifications: <ul style="list-style-type: none"> <li>• Industry standard ICT qualifications such as CAN, CNE, MCP, MCSE, CompTIA A+ or an equivalent qualification or have relevant experience</li> <li>• ITIL v4 Foundation certificate</li> <li>• Customer Services qualification or equivalent customer service experience</li> </ul>                                                                              | S / AF / References Certificates<br><br>S / AF / References Certificates<br><br>AF / References Certificates<br>AF / References Certificates |
| <i>Other Factors</i><br><i>e.g. ability to work shifts, physical requirements (with adaptations where appropriate), ability to drive, agility to travel around county etc.</i> | Flexible working pattern to cover all business hours<br><br>Ability to work shifts outside of normal business hours<br><br>Ability to provide out of hours support on a shift pattern<br><br>Ability to travel to other locations within the county, to visit customers under exceptional circumstances, as the business dictates<br><br>Able to lift and carry computer equipment<br><br>Able and willing to work to the exceptional demands of the businesses supported including outside of normal working hours working<br><br>Full driving licence | AF / I<br><br>AF / I<br><br>I<br><br>S / AF / I<br><br>S / AF / I<br><br>AF / I<br><br>AF / I                                                |

\*Method of Assessment: AF = Application Form; I = Interview; S = Selection Method; P= Presentation

Date Person Specification last reviewed : March 2023