

PERSON SPECIFICATION

Job Title: ICT Service Desk Analyst	Post No:	Grade: HPL B
Directorate: Hoople IT Services	Division/ Department: IT Service Desk	Location: Nelson / Remote

All candidates will be considered on their ability to meet the requirements of the person specification	Essential criteria	Method of Assessment*
Experience	Proven experience in providing enterprise level front line IT Support Experience in using IT Support software to log and manage support requests Proven experience of working in a customer focussed environment and direct customer contact Experience of IT system fault analysis, diagnosis and resolution in a workplace setting Relevant experience of hardware and software desktop maintenance, including carrying out hardware and software desktop upgrades, installation and commissioning Demonstrable experience of supporting Microsoft business applications including the MS Office suite in an enterprise (business) environment (Office 2010, 2016 and O365) Evidence of supporting Microsoft operating systems Windows 8, 10 and Windows 11 Experience of network account administration An ability to use Microsoft Office to at least an intermediate level Good working knowledge of Microsoft operating systems Good working knowledge of Active directory and Exchange 2016	Application form Interview References

Skills and Abilities <i>Including personal attributes</i>	Knowledge of the IT infrastructure (hardware, databases, operating systems, local area networks etc) and the IT applications and service processes used within own organisation Ability to solve complex technical problems, including identifying gaps in the available information required to understand a problem or situation and devising means of remedying such gaps Promotes and manages change as a means to secure continuous improvements Recognise fault trends and apply logic across technical boundaries Ability to manage resources & information and deliver to targets Excellent written and oral communication skills, including the ability to communicate and deliver in a clear and concise manner Establish relationships and maintain contacts with people from a variety of backgrounds Ability to advise, guide and communicate technical issues to non technical staff Ability to convey the messages in an authoritative yet polite and cooperative manner and exercise political awareness Ability and commitment to provide customer focused services Ability to develop and maintain helpdesk systems in response to changing circumstances Ability to log and maintain accurate records Ability to follow documented processes and procedures Prioritise and productively undertake allocated workload in an organised, logical manner Excellent team player Ability to work under own initiative, and to work under pressure and in complex and demanding environments The ability to present oneself well	Application form Interview Interview test References
Qualifications and Training <i>including professional qualifications</i>	5 GCSEs or equivalent including Mathematics and English A-level or NVQ level 3 or equivalent in IT/Computing related discipline or equivalent experience CompTIA A+, Microsoft MCDST or equivalent experience Numerate and literate	Application form Interview References Certificates



Other Factors <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 Ability to work shifts outside of normal business hours Ability to travel to other locations within the county, to visit customers under exceptional circumstances, as the business dictates.	Application form Interview References
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*Method of Assessment: AF = Application Form; I = Interview; S = Selection Method; P= Presentation

Date Person Specification last reviewed 10th January 2022