PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: IT Service Desk Analyst   **Department:** IT Services

	Essential	Desirable	Tested by (Application form, Interview, Test)
Knowledge, Education, Qualifications and Training			
Good level of education to minimum GCSE level	x		Application form/Certificates
Certified at Foundation level in ITIL		x	Application form/Certificates
Specific Skills, Experience and Knowledge			
Experience of Service Desk management software	x		Application form/Interview
Experience of remote support software		x	Application form/Interview
Hardware & software installation and support	x		Application form/Interview
Knowledge of Win7, Win10 and Mac OS operating systems	x		Application form/Interview
Knowledge of Linux operating systems		x	Application form/Interview
Supporting mobile devices		x	Application form/Interview
Ability to write & test accurate documentation	x		Application form/Interview
Proven customer care skills	x		Application form/Interview
Ability to work to deadlines & prioritise tasks	x		Application form/Interview
Excellent written & verbal communication skills	x		Application form/Interview
Self-motivated and also proven team working skills	x		Application form/Interview
Proven organisational & time management skills	x		Application form/Interview
Capacity for Career Development			
Commitment to own professional development	x		Application form/Interview
Circumstances Occasional scheduled & unscheduled out of hours work	x		Application form/Interview