



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
Skills and Abilities			
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
Experience			
Experience of Service Desk management software	X		Application form, Interview
Experience of remote support software		X	Application form, Interview
Other requirements			
Commitment to own professional development	X		Application form, Interview
Occasional scheduled & unscheduled out of hours work	X		Application form, Interview