

Person Specification

IT Service Desk Officer: Band 5

Criteria	Description	Essential	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none"> 5 or more GCSE level qualifications including English and Mathematics at grade A to C or equivalent. Exposure to ITIL Practices. ITIL Foundation Certificate. Evidence of technical training to first level support. Evidence of on-going personal development. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>	A/C
Experience	<ul style="list-style-type: none"> Previous experience of working on an IT Service Desk providing first line support for IT Systems in a complex IT support environment using ITIL principles. 	<p>✓</p>		A / I
Knowledge	<ul style="list-style-type: none"> Strong understanding of desktop, server and network systems and how they interlink and function to provide an integrated IT infrastructure. Strong knowledge of IT desktop hardware and software installation and support processes. Ability to document work accurately. Strong technical knowledge in the use of Internet and Intranet technologies. Strong technical knowledge in security and control software such as anti-virus, and web-filtering. 	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>	A / I



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	<ul style="list-style-type: none"> Strong knowledge of National NHS applications. Ability to rapidly familiarise self with new or bespoke applications. 	✓	✓	
Skills	<ul style="list-style-type: none"> Ability to organise, plan and work to agreed timescales whilst managing multiple tasks. Ability to work calmly under pressure and maintain logical processes. Excellent problem solving and diagnostic skills, leading to swift resolution of issues and clear decision on next steps. Capable of sustained high quality effort over both short and long periods and the ability to cope with large workloads and working under pressure whilst remaining courteous and professional Good interpersonal skills with the ability to work effectively with staff at all levels of the organisation and third party organisations. Good written and verbal communication skills with the ability to write clearly and legibly in English. Ability to work and communicate complex technical information to a wide cross-section of staff using appropriate delivery methods depending on the audience. 	✓ ✓ ✓ ✓ ✓ ✓		I

*Method of Assessment:

A=Application form

I=Interview

P= Presentation

T=Test

C=Certificate

= Assessment Centre