

Person Specification

Post Title:	ICT Support Technician		
Directorate:	Support		
Location:	Birstall HQ		
Grade:	F	Date:	20/10/2020

Guidance Notes

Please note that 'Essential' denotes those requirements, which the applicant **must** hold to be shortlisted for an interview.

	Requirements: E = Essential D = Desirable	E/D	Measure (see below)
Knowledge and Experience			
<i>Delivering Results & Meeting Customer Expectations</i>	Proven ability to understand user support requests, including investigating incidents, identifying problems and meeting service requests in a polite and timely manner.	E	1
<i>Delivering Results & Meeting Customer Expectations</i>	Demonstrate experience in managing an ICT support incident from reporting through diagnosis to solution and ensuring an outcome that satisfies user requirements.	E	1,3
<i>Job Specific</i>	Good working knowledge of Microsoft 365 applications. Experience of maintaining and troubleshoot Microsoft Server Operating systems.	E	1,3
<i>Job Specific</i>	Understanding of network-related technologies, devices and protocols, with an emphasis on administration and troubleshooting.	E	1,3
<i>Job Specific</i>	Demonstrate experience of Migrating users to a Microsoft 365 environment.	D	1,3
<i>Job Specific</i>	Demonstrate understanding of importance of business continuity, such as preventing data loss and ensuring service resilience.	E	1,3
<i>Job Specific</i>	Demonstrate a good working understanding of security principles and how they can be applied.	E	1,3
<i>Following instructions and procedures</i>	Understand the importance of adhering to procedures and the implications of not following them.	E	1,3
<i>Achieving Work Goals and Objectives</i>	Demonstrate ability to work to agreed service levels, and deliver solutions on time and to specification	E	1,3
<i>Adapting and Responding to Change</i>	Proven ability to adapt to changes in working environment, such as changes in hardware, software or a change in business priorities	E	1,3

<i>Learning and Researching</i>	Demonstrate experience of keeping skills set up to date and relevant in a dynamic working environment. Show an understanding of the importance of researching issues when troubleshooting a problem.	E	1,3
Equality and Fairness			
	Sound knowledge of and commitment to Equality, Diversity & Inclusion.	E	1,3
	The ability to converse at ease with members of the public and provide advice in accurate spoken English.	E	2,3
Qualifications and Training			
<i>Academic Professional Job-related Vocational</i>	Educated to at least A-level standard or industry-related qualifications.	E	1
	Evidence of Continual Professional Development	E	1
Skills			
<i>Analysing</i>	Proven ability to analyse incidents and problems. Understand how to investigate the causes of issues and work out the implications of potential solutions.	E	1,2
<i>Working with People</i>	Well-developed interpersonal skills. Demonstrates ability to understand people's problems. Makes sure the advice given and solutions provide meet user's expectations.	D	1
<i>Deciding and Initiating Action</i>	Highly motivated with energy and enthusiasm, personal resilience with a desire and track record of delivery and achievement	E	3
<i>Adhering to Principles & Values</i>	Displays ethical standards commensurate with a public sector role and is a positive role model	E	3
	Takes accountability for own actions and decisions	E	3
Other			
	Must be willing to undertake a basic criminal record check.	E	5
	The post holder will be required to regularly visit a range of locations within Leicestershire.	E	3

Guidance Notes

In weighing the factors "essential" denotes those requirements that the candidate **must** hold. The qualities specified must be strictly based on the requirements to perform the job and must not be unnecessarily restrictive or demanding.

Measures

1 = Application Form

2 = Testing

3 = Interview

4 = Pre-Screen

5 = Other (e.g.: DBS Check/Certificates)