

Person Specification

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| JOB TITLE: | ICT Support Analyst | POST NO: | |
| GRADE: | 5 | DEPARTMENT: | Customer & Digital Services |
| HOURS: | 37 | | |
| DIVISION: | ICT | DIRECTOR: | <u>Sue Grace</u> |
| DATE: | 19 th February 2021 | COMPLETED BY: | Ataf Mahmood |

| ATTRIBUTES | ESSENTIAL CRITERIA | DESIRABLE CRITERIA |
|------------------|---|---|
| KNOWLEDGE | <ul style="list-style-type: none"> • Knowledge of Microsoft technologies • Knowledge of Cisco technologies • Knowledge of Cloud technologies • Knowledge of diagnosing and troubleshooting • Good customer care practice • Communications protocols and standards | <ul style="list-style-type: none"> • Local Government • ITIL |
| SKILLS | <ul style="list-style-type: none"> • An effective problem solver with a methodical and innovative approach. • Self-motivated team worker with an ability to work flexibly and constructively with others. • Ability to communicate confidently, clearly and effectively at all levels • Ability to contribute to change • Ability to initiate and prioritise workloads. • Ability to work confidently and effectively under pressure with good organisational skills. | <ul style="list-style-type: none"> • Good oral and written communication skills. |

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| EXPERIENCE | <ul style="list-style-type: none"> • Demonstrate ability to use Microsoft and Cisco technologies and products • Work flexibly when required. • Prioritise work and meet deadlines. • Work unsupervised and under pressure. • Learn and develop new skills. • Communicate complex information to others in an understandable manner. | <p>Knowledge in the use of the some of the following technologies;</p> <ul style="list-style-type: none"> • Windows 10, 2012, 2016, etc • Citrix • Cisco Networking • AWS, Azure |
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*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*