

JOB DETAILS	
Service Area: ICT	Post Title: Service Desk Analyst
	Post Number: TBC

Knowledge, Skills and Behaviours	Essential	Desirable	How Identified?
Knowledge	<p>Evidence of attainment of relevant formal education GCSE/O Level passes in English and Mathematics.</p> <p>ITIL Foundation qualification or experience of working within the ITIL framework.</p> <p>Experience of working on a busy IT service desk and service desk software.</p> <p>Knowledge of Microsoft environments;</p> <ul style="list-style-type: none"> - OS and Server - O365 - Active Directory <p>Knowledge of printer and phone system management.</p> <p>Knowledge of working with Asset management tools.</p> <p>Knowledge of the full suites of MS Office products including Word, Excel, Access, Visio and Projects.</p>	<p>Citrix experience</p> <p>Experience of working within ICT support function.</p> <p>Experience of documenting procedures and guides.</p> <p>Databases such as SQL and Access</p> <p>SQL Reporting/ Crystal Reports</p>	<p>Application, test and interview</p>



Person Specification

Skills	<p>Customer focused.</p> <p>Self motivated and organised and able to work in a pressurised environment, as part of a team or on your own, managing competing priorities.</p> <p>Accuracy and attention to detail.</p> <p>Effective troubleshooting skills.</p> <p>Clear communication skills, able to match the communication style to the needs of the customer.</p> <p>Flexible approach to working arrangements.</p>	<p>Committed to continuous improvement, able to identify opportunities to improve existing processes.</p>	<p>Application and interview</p>
Behaviours	<p>Professional manner, having a mature and methodical and organised approach to work.</p> <p>A desire to add value to the team and the ability to make a difference.</p> <p>Hold a current driving licence and have business use insurance on own vehicle as you will be required to travel to alternative sites in the NNC area.</p>		<p>Application and interview</p>