STROUD DISTRICT COUNCIL
www.stroud.gov.uk

PERSON SPECIFICATION
August 2019

Designation:	**Service Desk Analyst**
Grade:	**Stroud 4 to 5**
Responsible to:	**Service Desk**
Service Area:	**ICT**
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- Ideally educated to A level in a relevant ICT discipline.
- Practical hands on experience of working in an IT Service Desk support environment.

EXPERIENCE
- Administrative processes and systems.
- 2 – 3 year's good practical service desk experience of supporting a desktop environment, both physical and virtualised.
- Experience and knowledge of using Service Desk Support call logging software
- Effective and timely resolution of a range of routine and complex ICT problems.
- Supporting MS Office based products as well as multiple 3rd party applications.
- Rollout and support of mobile working technologies.
- Diagnosing printer faults.
- Working with VOIP telephone systems
- Active Directory use and administration.
- MS Exchange/Office 365 Administration
- Support Android and IOS devices
- Imaging of desktop machines

SKILLS & KNOWLEDGE
- Knowledge of Windows 10 and MS products
- Demonstrate logical and structured thinking in pursuit of problem solving.
- Evidence your ability to use available resources to aid problem solving.
- Demonstrate ability to be self-directed with initiative and to be able to solve practical problems with limited supervision.
- Knowledge and understanding of ICT asset management and/or cloud-based MDM packages.
- Knowledge of and understanding of data protection and security of data.
- Knowledge of patch panels/switches
- General understanding of LAN, WAN, DHCP, DNS

PERSONAL ATTRIBUTES
- Ability to manage own time and workload.
- Demonstrate the ability and desire to keep abreast of new technology and be a "self-starter"
- Must be able to physically move PC's and ICT related equipment.
- Have access to a car for business use and have a full driving licence

OTHER
- Committed to working for an employer that values diversity and equality of opportunity
- Able to demonstrate relevant competencies set out in the Council's Competency Framework consistent with the grading of the post including:
- Effective Communication
- Customer Service
- Working Together
- Innovation
- Acceptance to Change
- Supporting the Delivery of the Council's Priorities.

DESIRABLE CRITERIA

QUALIFICATIONS

- Ideally educated to degree level in a relevant ICT discipline.
- Qualified to relevant Microsoft standard (e.g. Microsoft Certified Engineer).
- Qualified in relevant Virtualisation technology (e.g. VMware, Citrix, Hyper-V).
- Working towards an IT accreditation in a relevant ICT discipline

EXPERIENCE
- Administration of Email systems
- MS Server Administration
- Adherence to and working towards security standards such as PSN Code of Connection.
- Implementation and support of Cloud based applications
- Complex problem solving
- Researching and implementing new technologies

SKILLS & KNOWLEDGE
- Ability to create Group policies and modify existing ones
- Knowledge of Antivirus deployment and monitoring
- Knowledge of troubleshooting Exchange 2010 / 2013 /2016
- Knowledge and administration of MS Server 2012 / 2016 /2019
- Ability to deploy patches and Software using SCCM
- Knowledge of WSUS
- Ability to work with 3rd party suppliers until complex issues have been resolved

STROUD DISTRICT COUNCIL
www.stroud.gov.uk

CORE COMPETENCIES

1. **Effective Communication**
   You will be able to communicate clearly and effectively with a diverse range of people.
   You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. **Customer Focus**
   You are able to deliver the highest quality of service to our customers, both internal and external.
   You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, in line with policies.

3. **Working Together**
   You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.
   You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. **Innovating**
   You will be able to seek better, more effective ways of delivering services.

5. **Accepting Change**
   You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. **Supporting the delivery of SDC priorities**
   You will be able to demonstrate an understanding of and commitment to the Council and its Services.
   You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the competency framework apply with Management and Leadership roles.