

SOUTH DERBYSHIRE DISTRICT COUNCIL – PERSON SPECIFICATION

Directorate: Resource and Transformation	Service: IT Services	Job Title: Junior ICT Technician
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Qualifications, Professional Membership, Technical Skills

ESSENTIAL	DESIRABLE	HOW ASSESSED
<p>Educated to GCSE level or equivalent in Maths and English (C grade or above)</p> <p>Experience as an ICT help desk technician, good understanding of computer systems and in particular Microsoft Office, mobile devices and other technology products</p>	<p>An appropriate IT based qualification</p>	<p>Application Form Interview Copy of qualifications</p>

Competency	Level	Essential	Desirable	How Assessed
Achieving Results		<p>Sets high standards for their work and takes on board feedback</p> <p>Responds positively to challenges, applying energy to tasks and seeking to do things better</p> <p>Shows attention to detail and ability to produce accurate work to a good standard</p>	<p>Willingness to go the extra mile to do the best job possible</p>	<p>Interview Application Form</p>
Communication		<p>Good customer communication skills</p> <p>Ensures accurate messages and communications</p>		<p>Interview Application Form</p>

		Can present information clearly so that it is easily understood by others		
Creative Thinking		<p>Puts forward their own ideas and suggestions where appropriate to help improve the service delivery.</p> <p>Able to work through and develop resolution scripts and working procedures</p> <p>.</p>	Able to recognise continuing trends in calls to the Service Desk and propose solutions	Interview Application Form
Customer Focus		<p>Committed to delivering excellent customer service</p> <p>Builds and develops good relationships with customers</p> <p>Ensures standards are maintained to deliver excellent customer service</p> <p>Ensures customers are kept up to date with problems they have raised with the service desk.</p>		Interview Application Form
Decision Making and Problem Solving		<p>Ability to diagnose and resolve basic technical issues</p> <p>Logical and conscientious approach to solving problems</p>		Interview Application Form
Making Change Work		<p>Open to new ideas and initiatives</p> <p>Able to support the implementation of different IT solutions to service issues</p>		Interview Application Form
Managing Resources, Projects and Processes		<p>Manages time effectively, meeting deadlines where set and ensuring customers are advised on timescales to resolve problems</p> <p>Can prioritise multiple tasks based on</p>		Interview Application Form

	service requirements		
Organisational Awareness and Commitment	<p>Follows rules and regulations, policies and procedures</p> <p>Contributes to the aims and objectives of the Council</p>		Interview Application Form
Personal Impact	<p>Ability to remain calm when working to deadlines</p> <p>Strives to do any task to the best of their abilities.</p>	Has a positive “can do” attitude	Interview Application Form
Working Relationships	<p>Demonstrates willingness to work as part of a team</p> <p>Supports colleagues</p> <p>Learns from others, including own team members and peers</p> <p>Can work alone when required</p>		Interview Application Form
Equal Opportunities and Fairness	Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment		Interview Application Form