

SOUTH DERBYSHIRE DISTRICT COUNCIL – PERSON SPECIFICATION

Directorate: Resource and Transformation	Service: IT Services	Job Title: Junior ICT Technician
---	-----------------------------	---

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>	An appropriate IT based qualification	<p>Application Form</p> <p>Interview</p> <p>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>	Willingness to go the extra mile to do the best job possible	<p>Interview</p> <p>Application Form</p>
Communication		<p>Good customer communication skills</p> <p>Ensures accurate messages and communications</p>		<p>Interview</p> <p>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		Follows rules and regulations, policies and procedures Contributes to the aims and objectives of the Council		Interview Application Form
Personal Impact		Ability to remain calm when working to deadlines Strives to do any task to the best of their abilities.	Has a positive “can do” attitude	Interview Application Form
Working Relationships		Demonstrates willingness to work as part of a team Supports colleagues Learns from others, including own team members and peers Can work alone when required		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