



**Job title: IT Service Desk Technician**

Attribute	Essential	Desirable
Experience	<p>Experience of working in a busy, customer facing IT Service Desk.</p> <p>Experience of using a Service Desk tool to manage incidents, service requests, problems and assets.</p> <p>Experience of supporting common office software Microsoft Windows and Office 365.</p>	<p>Experience of working to ITIL based processes.</p> <p>Experience of producing customer facing technical documentation.</p>
Education, qualifications and training	<p>Educated to HNC level or equivalent in an ICT related discipline.</p>	<p>Educated to HND level or equivalent in an ICT related discipline.</p> <p>ITIL Foundation Certificate.</p>
Skills and knowledge	<p>Excellent verbal communication skills.</p> <p>Demonstrable general IT knowledge.</p> <p>The ability to communicate with non-technical colleagues to resolve IT incidents remotely.</p> <p>The ability to remain calm under pressure.</p> <p>The ability to work on own initiative and prioritise and manage own workload.</p>	<p>Excellent verbal and written skills.</p> <p>Experience of supporting Azure Active Directory, Microsoft Windows 10, Microsoft Office 365.</p> <p>Experience of troubleshooting and resolving IT hardware problems.</p> <p>Experience of designing and creating simple reports and statistics measuring Service Desk performance.</p>

Key Performance Outcomes	Essential	Desirable
<p><b>Personal attributes, accountability and responsibility</b></p>	<p>Enthusiastic and committed to delivering excellent customer service.</p> <p>Resilient in the face of day the day to day demands of the Service Desk.</p> <p>Takes responsibility for decisions and actions taken.</p> <p>Maintains a high standard of work and actively seeks out improvement opportunities.</p> <p>Demonstrates initiative within own area of expertise.</p> <p>Takes responsibility for identifying and addressing areas of personal and professional development.</p>	
<p><b>Planning and organising</b></p>	<p>Uses a methodical and systematic approach to make efficient use of time and manage workload.</p> <p>Recognises the need to be flexible in order to meet changing priorities.</p> <p>Prioritises work effectively to meet deadlines and objectives.</p>	
<p><b>Communication</b></p>	<p>Portrays a positive image of the Care Inspectorate and the IT Team when communicating both inside the organisation and externally.</p> <p>Selects appropriate communication, style and methods depending on the needs and abilities of the audience.</p> <p>Listens actively to people, questions and checks understanding.</p> <p>Professional and calm telephone manner.</p>	
<p><b>Team working</b></p>	<p>Remains tolerant and fair towards others, values diversity and is non-discriminatory in their actions.</p>	

	<p>Values and makes use of the skills, knowledge and experience of others.</p> <p>Works co-operatively and supportively with others sharing knowledge and experience where appropriate.</p>	
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**Please note – these are key performance outcomes to be used to recruit into the role.**