

**PERSON SPECIFICATION**

Date: August 25 Post Title: IT Apprentice – ServiceDesk

Division: Corporate Services Section: Technical Support

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| **CATEGORY** | **E/D** | **CRITERIA INDICATED  E (ESSENTIAL) OR D (DESIRABLE)** | **MEASUREMENT**  **(See below)** | |
| SKILLS, KNOWLEDGE  AND EXPERIENCE | D  D  D  D  D  D  D  D | Previous experience working in a Service Desk environment or Customer Services environment.  Some knowledge of relevant ICT/information related legislation  Some experience with Windows 10/11 and Office 365 or similar.  Ability to communicate effectively both verbally with individuals at all levels.  Ability to resolve problems and develop solutions.  Ability to plan your own work.  High level of accuracy.  Ability to demonstrate and train users. | 2,4  2,4  2,4  2,4  2,4  2,4  2,4  2,4 | |
| SAFEGUARDING | E | Commitment to the protection and safeguarding of children, young people and adults with care and support needs. | 2,4 |
| EQUAL OPPORTUNITY | E | Must be able to recognise discrimination in its many forms and willing to put the Council’s Equal Opportunities Policies into practice. | 2,4 |
| QUALIFICATIONS | E  E | A good standard of English and Maths  Commitment to undertake and complete qualification in IT Support Technician Apprenticeship | 2,4,5  4 |
| ATTITUDE & MOTIVATION | E  E  E  E  E  E  D | Self-Motivated and Enthusiastic.  Desire and commitment to learn and work with NWBC staff to gain necessary knowledge and understanding of NWBC systems and processes.  An ability to organise and prioritise workloads.  Carry out various physical duties related to the management and moving computer equipment.  A team player.  To work under pressure and to tight deadlines.  Can deal with difficult situations. | 2,4  2,4  2,4  2,4  2,4  2,4  2,4 |

MEASUREMENT:

1 Test prior to shortlisting (ie all applicants). 2 Form application form. 3 Test after shortlisting. 4 Probing at interview. 5 Documentary Evidence. 6 OTHER (Please specify)