

**PERSON SPECIFICATION:
IT Service Desk Technician**

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Education/Qualifications	<p>Good standard of basic education</p> <p>A Level / Diploma Level 3 or equivalent</p> <p>Demonstrate commitment to ongoing personal development</p>	<p>HND Computer Studies or equivalent</p> <p>ITIL Foundation Qualification</p> <p>1st Line Support Experience</p>	<p>Application Form</p> <p>Interview</p> <p>References</p> <p>Portfolio</p>
Experience	<p>Experience of working within an office environment.</p> <p>Proven experience of working in a customer focused environment.</p> <p>Good knowledge of the MS Office Suite of products.</p>	<p>Experience in delivering IT facilities</p> <p>Experience of working within service desk environment</p> <p>Experience of call management using a call logging system, providing excellent user experience and managing expectations.</p> <p>Experience of working within the NHS Ability to provide an effective desktop support service.</p> <p>Good knowledge of Windows Desktop platforms such as Windows 7 and 10</p>	<p>Application Form</p> <p>Interview</p> <p>References</p> <p>Portfolio</p>
Skills and Abilities	<p>Good interpersonal and communication skills (written, verbal, electronic).</p> <p>Must have good attention to detail. Have a customer oriented approach.</p> <p>Ability to listen and diagnose correctly in order to ensure that incidents are dealt with effectively</p>	<p>Ability to communicate complex information to all levels of staff.</p> <p>Proven track record of working as part of a team.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>Ability to handle people in a courteous and sensitive manner taking account of individual needs and concerns</p> <p>Ability to work to deadlines, prioritise tasks and manage in a busy pressurised climate. Good organisational skills</p> <p>Ability to organise self to work on own initiative and judgement whilst working within set guidelines with moderate levels of supervision and management.</p> <p>Maintain a positive attitude and commitment to learning and</p>		
Other	<p>Flexibility of working hours</p> <p>Well motivated</p> <p>Able to work on own initiative.</p>		<p>Application form</p> <p>Interview</p>

Prepared By:
Business Manager
Bolton NHS Foundation Trust

Date: October 2015