PERSON SPECIFICATION

Post Title:	Junior Desktop Support Technician
Department:	IT Department
Band:	AfC 3 (subject to agenda for change)

Criteria for Selection	Essential Requirements	Desirable Requirements	Assessment Method
Qualifications	ECDL Educated to GCSE level	IT qualification	Application form
Experience	Experience in problem solving / troubleshooting skills within a computing environment Experience in build and configuration of IT devices including iOS devices Experience in the installation of IT devices and peripherals including iOS devices Experience in excellent customer service Flexible attitude to the prioritisation of workload Experience in multi-tasking Good communication and the ability to diplomatically deal with users of a mixed IT ability	Experience working in the NHS	Application Form / Interview

Skills & knowledge	Good communication and interpersonal skills	Facilitation skills	Application Form / Interview
	Good written and verbal presentation skills		
	Ability to manage own workload		
	Time management skills and the ability to work to deadlines		
	Excellent analytical skills and methodical approach to problem solving		
	Ability to work under pressure		
	Advanced keyboard skills		
	Able to install and configure devices / peripherals		
Other	Full clean driving license		Application Form / Interview
	Participate in an Out of Hours Service Desk Oncall rota		