



THE PERSON

ICT Service Desk Technician

Criteria	Essential / Desirable	Method of Assessment
Qualification		
Level 2 standard of education (e.g. GCSE) or equivalent experience demonstrating basic numeracy and literacy.	E	
Holds a relevant professional qualification(s) e.g. MCP - Microsoft Certified Professional; MCITP - Microsoft Certified IT Professional	E	
Has a current (V3) ITIL Foundation qualification.	E	
Knowledge & Experience		
Possesses a good knowledge of ICT and knowledge of several generic desktop software tools.	E	
Experience of working on a busy service desk.	D	
Experience of using an ITSM Tool for logging calls.	D	
Experience of working in an ITIL framework environment.	D	
Experience of using information to develop solutions and solve problems.	E	
Knowledge of the broader activities of Essex Fire & Rescue Service and working with Trade Unions.	D	
Skills & Abilities		
Capable of keeping up to date with industry technologies to evaluate and recommend products for future implementation.	E	
Able to monitor and evaluate procedures/processes to recommend improvements and implement them where necessary.	E	
Able to absorb new information and apply it effectively.	E	
Capable of keeping up to date with relevant knowledge to ensure validity of work.	E	
Excellent written and verbal communication skills.	E	
Confident in using ICT systems such as Word, Excel, Outlook, PowerPoint.	E	
Able to plan, manage and review tasks for team members.	E	
Excellent interpersonal skills, able to communicate effectively and professionally.	E	
Excellent time management and planning and organisation skills.	E	
Able to support changes in service provision in a positive and constructive manner.	E	

Person Specification

Able to work independently and seek advice and guidance when needed.	E	
Is approachable and confident in coaching members of the team to help them to acquire skills and experience.	E	
Other		
The ability to travel around the county may be required.	E	Application Form
Willingness to work flexibly.	E	Application Form
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E	Application Form
Contribute to a positive working environment ensuring commitment to equality and diversity.	E	Application Form