



THE PERSON

ICT 2nd Line Service Desk Technician

Criteria	Essential / Desirable	Method of Assessment
Qualification		
Level 2 standard of education (e.g. GCS) or equivalent experience	E	
Holds a relevant professional qualification such as SDI - Service Desk Analyst	E	
Holds a relevant Microsoft Certification – (e.g. MCSA/MCSE)	D	
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 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	D	
Skills & Abilities		
Capable of keeping up to date with industry technologies	E	
Able to monitor and evaluate procedures/processes to recommend improvements and implement them where necessary	E	
Able to work autonomously, with direction taken from ICT strategy and line manager on a monthly basis	E	
Able to absorb new information and apply it effectively	E	
Excellent written and verbal communication skills, able to communicate effectively with both technical and non-technical colleagues at all levels internally, and externally where needed.	E	
Confident in using ICT systems such as Word, Excel, Outlook, PowerPoint	E	
Able to plan, manage and review tasks for self, excellent time management and planning and organisation skills	E	
Excellent interpersonal skills, able to communicate effectively and professionally	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	
Other		
The ability to travel around the county may be required	E	Application Form
Working within a rota to cover core business hours and potentially operational support shift change-over	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