HAMBLETON DISTRICT COUNCIL

PERSON SPECIFICATION

ICT TECHNICAL ANALYST (10)

	Essential	Desirable	How this will be measured
Qualifications required	HND in Computing or equivalent. Must be numerate.	Degree in Computing Science or equivalent. MCSE	Examination board certificates.
Skills / competencies required	Customer Care awareness. Good communication skills, both written and verbal. Ability to work both individually and as part of a team. Ability to articulate ICT matters to non-technical people. Analytical in approach to dealing with problems. Ability to represent the Council in a professional manner.	Ability to articulate IT matters to non-technical people.	i) Application form. ii) References. iii) Interview.
Knowledge required	Four or more of the following: • Creating and deploying machine images; • WSUS or equivalent	PowerShell scripting	i) Application form. ii) Interview

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	• Active Directory; • MS-Exchange; • MS Windows; • Office365 and Management Console • LAN, WAN and SAN technology including TCP-IP, VOIP, switches and firewalls. • Internet/Intranet technologies. • Nagios and equivalent network and patch management tool • Server and PC technical support; • ICT Service Desk experience		
Experience required	Minimum of 3 years relevant experience as ICT technician in relevant field	Experience of supporting a Telephony system. The ability to support Apple end user devices.	i) Application form. ii) Interview
Personal qualities	Customer Care awareness. Good communication skills, both written and verbal. Ability to work both individually and as part of a team. Ability to articulate ICT matters to non-technical people. Analytical in approach to dealing with problems. Ability to represent the Council in a professional manner. Self-motivated solutions provider		i) Application form. ii) References. iii) Interview.

| Other requirements | Willingness to learn in a variety of different ways.

Flexible approach to work.

Good teamwork.

Full UK driving licence and car availability for work use. | Contribute to the Council's IT technical strategy. | i) Application form.
ii) References.
iii) Interview.
iv) Documentary. |

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