

PERSON SPECIFICATION
Service Desk Analyst
Vacancy Ref: Nxxx

Criteria	Essential/ Desirable	Application Form / Supporting Statements/ Interview *
To convey an appropriate rationale and interest in applying for this particular post.	Essential	Application Form
In depth experience of working with Microsoft applications as well as PC and Mac hardware and software	Essential	Supporting Statement/ Interview
Experience of providing excellent customer service whilst working in a customer service environment	Essential	Supporting Statements/ Interview
Logical and systematic problem solving skills	Essential	Interview
Ability to communicate effectively and appropriately with people at all levels of seniority and technical ability	Essential	Supporting Statements/ Interview
Ability to work in a team towards clearly defined aims and objectives	Essential	Interview
Ability to plan ahead, manage tasks, prioritise workloads and meet competing deadlines.	Essential	Supporting Statements/ Interview
Experience of ISS Service Desk systems & processes	Desirable	Support Statements/ Interview
Experience of working in an IT or AV service environment	Desirable	Supporting Statements/ Interview
Experience of working within an academic environment	Desirable	Supporting Statements/ Interview
Microsoft Office Specialist certification	Desirable	Application Form

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- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be “scored” as part of the shortlisting process.
- **Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.