

## PERSON SPECIFICATION

### ICT Digital Analyst

	Essential	Desirable	How this will be measured
<b>Qualifications required</b>	<ul style="list-style-type: none"> <li>GCSE qualification or equivalent, including Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>Degree level education or equivalent.</li> </ul>	A, D
<b>Skills / competencies required</b>	<ul style="list-style-type: none"> <li>Excellent communication skills, both written and verbal</li> </ul>	<ul style="list-style-type: none"> <li>An awareness of user-centred design practices for service design or software development.</li> <li>Initiative and innovation</li> </ul>	A, I, R
<b>Knowledge required</b>	<ul style="list-style-type: none"> <li>Knowledge in the use of MS Office/Office 365 including Word, Excel, PowerPoint, Access</li> </ul>	<ul style="list-style-type: none"> <li>A good working knowledge of Windows command line</li> <li>Familiar with the principles of ITIL service management</li> </ul>	A, I
<b>Experience required</b>	<ul style="list-style-type: none"> <li>2 years working experience to research, analyse, diagnose problems and make recommendations on subsequent solutions.</li> </ul>	<ul style="list-style-type: none"> <li>Agile project management</li> <li>ICT service desk procedures</li> </ul>	A, I

	<ul style="list-style-type: none"> <li>• 2 years working experience dealing with a range of people, customer care awareness.</li> </ul>		
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Ability to articulate ICT matters to non-technical people using simple plain English</li> <li>• Ability to work both individually and as part of a team.</li> <li>• Ability to represent the Council in a professional manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Good team worker</li> <li>• Organised</li> <li>• Good time management</li> </ul>	I, R
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Flexible approach to working time arrangements.</li> <li>• Personal integrity, initiative, and ability to behave responsibly.</li> <li>• Willingness to learn in a variety of different ways.</li> </ul>	<ul style="list-style-type: none"> <li>• Full UK driving licence and car availability for work use.</li> </ul>	I, R

A = Application Form, D = Documentary Evidence, I = Interview, R = References.

