Person Specification

ICT Support Officer

Newcastle
City Council

Part A
The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential
Able to:
- Demonstrate the ability of providing first line ICT support of desktop and infrastructure incidents and requests via telephone, email, remote and face to face with a range of customers.
- Support the day-to-day activities of a busy ICT support team
- Use tools to monitor desktop and infrastructure estates raising pro-active incidents for any alarms and alerts
- Deliver to agreed service levels and timescales, aiming for first point of contact resolution
- Work with other support teams and vendors to resolve incidents and requests with a minimum level of escalation
- Demonstrate an understanding of standards, procedures and security policies within an ICT support environment
- Work flexibly to allow operational cover between 8am to 5pm in accordance with service requirements
- Demonstrate excellent customer service skills and telephone manner in a challenging and busy environment

Experience of:
- Supporting a variety of customers within a demanding ICT role
- Supporting and troubleshooting Microsoft desktop operating systems and applications

Desirable
- Training/Certification in hardware/software support and associated technologies
- Experience of technologies supporting a hybrid workforce
- Monitoring, prioritising and tracking support incidents and requests.

Part B
All of the above will be further explored at the interview stage