



North Herts District Council

**Customer Directorate
Helpdesk Technical Support Officer –Grade 4-5**

Person Specification

Date issued: March 2023

Category	Essential Job Requirements	Desirable Job Requirements	Method of Testing
Job Related Skills and Knowledge:	Experience; Level 1 <ul style="list-style-type: none"> • Experience supporting Personal Computers. • Experience of peripheral equipment such as Printers, Scanners, Digital Cameras. Level 2 <ul style="list-style-type: none"> • Experience of supporting Windows Server Technology. • Experience and knowledge of 		Application Form Interview Practical Test Application form / Interview Application form / Interview Application form / interview /written test

	<p>Backup software solutions.</p> <ul style="list-style-type: none"> • High level of experience of research using a variety of tools to find resolutions to fix nonstandard faults. <p>Education/Qualifications;</p> <p>Level 1</p> <ul style="list-style-type: none"> • Good standard of education. <ul style="list-style-type: none"> • Excellent standard of written English. – or equivalent <p>Level 2</p> <ul style="list-style-type: none"> • Microsoft Desktop Administration course – or equivalent <p>Other Job-Related Skills & Knowledge;</p> <p>Level 1</p> <ul style="list-style-type: none"> • Network Administration using Citrix and Active Directory 	<p>Education/Qualifications;</p> <p>Level 2</p> <ul style="list-style-type: none"> • Network engineer certificate – or equivalent • MCP (Microsoft Certified Pro). – or equivalent • MCSE (Microsoft Certified Systems Engineer) – or equivalent <p>Other Job-Related Skills & Knowledge;</p> <p>Level 1</p> <ul style="list-style-type: none"> • High level of skills supporting Windows Desktop & Servers 	<p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p>
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	<p>Network using software tools</p> <ul style="list-style-type: none"> Advanced configuration skills to prevent the corporate network from virus and hacking attacks. 		Application form / Interview
Planning & Organising Skills:			
Communication Skills:	<p>Level 1</p> <ul style="list-style-type: none"> Ability to communicate with users at all levels in a clear, non-technical way, by telephone and person-to-person. Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role. 		<p>Application form / Interview</p> <p>Application form / Interview</p>
Problem Solving Skills & Accountability:	<p>Level 1</p> <ul style="list-style-type: none"> Ability to work on own initiative and to be a good team member. <p>Level 2</p> <ul style="list-style-type: none"> Advanced problem solving 		<p>Application form / Interview</p> <p>Application form / Interview</p>
Other Requirements:	<p>Level 1</p> <ul style="list-style-type: none"> Flexible attitude to work in terms of time and location. Is able to work in partnership 	<p>Level 1</p> <ul style="list-style-type: none"> Interested in the innovative application of hardware and software products. 	Application form / Interview

	<p>with other sections outside of IT on various projects.</p> <p>Level 2</p> <ul style="list-style-type: none">• Advanced User Communication and Training.		Application form / Interview
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