

PERSON SPECIFICATION

Job Title:	Desktop Services Lead	Grade:	10
Directorate:	Resources & Support Services	Service:	Customer & Digital Services
Post No:	BB131	Date of Issue:	March 2021
Responsible to:	ICT Business Manager		
Responsible for:	ICT Desktop Team		

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
ACADEMIC / VOCATIONAL QUALIFICATION	A degree level/professional qualification in a discipline relevant to this post (such as Information Technology) or significant equivalent experience.	✓		A/D
	ITIL 3 / 4 Foundation & Intermediate Certifications	✓		A/D
	Relevant technical standards such as Microsoft Certified Desktop Professional or equivalent.		✓	A/D
	ITIL 3 / 4 Expert ISO27000 Awareness Information Security Management Principles		✓	A/D
	Ability to demonstrate continuous professional development within field.	✓		A/D/I
RELEVANT EXPERIENCE	At least 3 years' experience in a relevant desktop support function in a large organisation.	✓		A/D/I
	Awareness of and ability to apply best practice and standards relating to desktop management, security, software distribution, anti-virus, productivity software and associated cloud services.	✓		A/I
	Experience of managing a complex desktop environment across physical and virtual environments (VMWare in particular).	✓		A/I
	Experience of working technical specialists to inform the delivery of appropriate controls relating to the desktop environment.	✓		A/I
	Experience of developing and implement appropriate solutions to meet user requirements.	✓		A/I
	Experience of managing an effective service desk, including the development and monitoring of performance indicators and service quality standards.	✓		A/I
	Experience of managing a small team of technical specialists, providing support, advice, mentoring	✓		A/I

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
	and managing performance in line with Council policies.			
	Competent in the use of ICT and awareness of general technical tools which can assist with information governance activities.	✓		A/I
	Developing and delivering potentially complex training to varied audience and any associated procedure/guidance notes to a high standard.		✓	A/I
SPECIALIST KNOWLEDGE	Significant experience of working with Virtual Desktop technologies – in particular VMWare View.	✓		A/I
	Significant experience of working with Microsoft technologies, such as desktop software, management tools, server software and cloud based solutions.	✓		A/I
SPECIAL CONDITIONS	To be able to work evening and weekends when the work demands, in order to meet statutory deadlines and other service needs.	✓		A/I
	Willing to undertake relevant professional development where required, which may travel and overnight stays.	✓		A/I
	Access to a vehicle suitable for business use and a full driving licence.		✓	A/I/D
OTHER	Highly motivated and robust under pressure.	✓		A/I
	Communicates information clearly, accurately, positively and in a timely manner.	✓		A/I
	Ability to prioritise own workload, working autonomously to meet customer needs.	✓		A/I
	Able to bring energy, vitality and challenge to the team. Aspire to be better and exceed expectations and promote a positive 'can do' attitude.	✓		A/I
	Demonstrate high standards of personal and professional conduct and be a role model to others.	✓		A/I

Key:

A = Application
I = Interview and /or Test
D = Documentation