PERSON SPECIFICATION

Job Title:	3rd Line Support Analyst		Grade:	9
Directorate:	Chief Executive			
Service:	Technology Services	Business Unit:	Technical Delivery	
Post No:		JE Ref:	Date of Issue:	April 2024
Responsible to:	Technical Delivery Manager			

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
ACADEMIC / VOCATIONAL QUALIFICATION	3 GCSEs (A-C) or equivalent including Maths and English	✓		A/D
	ITIL 3/4 Foundation certification		✓	A/D
	Relevant technical training in key technologies, such as Microsoft 365, Azure, Windows Server.	✓		A/D
	Relevant technical training in Cyber Security such as Comp TIA Security+ or equivalent.		✓	A/D
	CCNA qualified (or equivalent and in date)		✓	
	Ability to demonstrate continuous professional development within field.	✓		A/D/I
	Experience in a relevant network and communication support function in a large organisation.	✓		A/D/I
RELEVANT EXPERIENCE	Awareness of and ability to apply best practice and standards relating to network management, security, intrusion detection, anti-virus, security software and associated cloud services.	✓		A/I
	Experience of administrating a telephony environment across physical and virtual environments.	✓		A/I
	Experience of working technical specialists to inform the delivery of appropriate controls relating to the network environment.	✓		A/I
	Experience of developing and implement appropriate solutions to meet user requirements.	✓		A/I
	Experience of administrating an effective cyber security service, including the development and monitoring of critical indicators and service quality standards.	✓		A/I
	Experience in Microsoft Defender (or Similar) and the implementation of training and attack emulations to train and support staff.		✓	A/I

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
	Competent in the use of ICT and awareness of general technical tools which can assist with information governance activities.	✓		A/I
	Proven record of accomplishment in patch management, use of SCCM, Nessus reporting (or similar) and patch management deployment throughout the estate.	✓		
	Competent in the use of specialist security software for monitoring, security, incident prevention and detection.		✓	A/I
	Developing and delivering potentially complex Cyber related training to varied audience and any associated procedure/guidance notes to a high standard.		✓	A/I
	Experience of working with specialist Cyber Security tools and technologies		✓	A/I
SPECIALIST KNOWLEDGE	Experience of working with Cisco Networking Technologies	✓		A/I
	Experience of working with VOIP telephony systems.	✓		A/I
	To be able to work evening and weekends when the work demands, in order to meet statutory deadlines and other service needs.	✓		A/I
SPECIAL CONDITIONS	Willing to undertake relevant professional development where required, which may include travel and overnight stays.	✓		A/I
	Ability to travel around the Borough for work purposes		✓	A/I/D
	Highly motivated and robust under pressure.	✓		A/I
OTHER	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