

PERSON SPECIFICATION

<u>POST:</u> Business Analyst (Service Desk)	<u>GRADE:</u> 4 Salary Band £26,000- £46,000	<u>DEPARTMENT / SECTION:</u> ITBS
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	NECESSARY REQUIREMENTS	
SKILLS, KNOWLEDGE AND EXPERIENCE		
1.	A minimum of four years experience of analyzing requirements, delivering and continually improving first class business systems solutions.	
2.	Relevant experience in the implementation of support desk systems using the ITIL framework	
3.	Ability to work with internal stakeholders to develop the relationships necessary to obtain co-operation and progress.	
4.	Ability to contribute and add value to the specification and development of service desk implementation.	
	OTHER REQUIRMENTS	
5.	Previous experience of implementing Hornbill/Support Works solutions would be an advantage	
6.	To be able to lead and motivate small team at supervisory level	
QUALIFICATIONS		
7.	At least 6 GCSEs at grade C and above (or equivalent)	
COMMUNICATION AND INTERPERSONAL SKILLS		
8.	The ability to communicate progress and issues clearly to management. The jobholder will require the ability to recognize important issues and where necessary seek help to resolve problems.	
9.	Preparation of clear and concise documentation.	
10.	Experience and ability of working in a small team in which team members may not understand and appreciate the necessity of self reliance, supporting one another and being proactive in dealing with problems.	