**Technical Competencies – IT Service Desk Agent**

**Applicant Name:**

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| **N** | **Technology** | **Years of experience** | **Competence (rating : 1=basic  5=excellent)** | **Detailed description of how this specific professional experience was gained.** | **Companies where you applied these skills / knowledge, according to your professional experience, e.g. 1-the most recent position, etc.** |
|  | Proven working experience with the Windows family desktop OS environment and peripheral devices in the end-user office environment, in particular with Windows 7 for providing 1st line support for addressing common issues. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proven working experience with providing end-user support, in particular by means of remote access. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proven working experience with identifying and solving common issues in the end-user office environment such as: |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Identity and access management (incl. smartcards and tokens); |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Network connectivity (wired and wireless); |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Microsoft Office (Outlook, Word, Excel). |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proven working experience in an ITIL environment implementing processes for: |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Incident Management |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Service Request Fulfilment |  |  |  | 1,2,3,4,5,6,7,8 |
|  | A good command of English with proven drafting ability. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | A good understanding of Information Technology in general including backend environments |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proven working experience with the configuration and troubleshooting of encryption tools e.g. PGP, S/MIME, Bitlocker, smartcards, including the use of certificates. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Investigate, resolve and/or escalate of all incidents reported to the Service Desk. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Assist users on the use of basic features of office automation software. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Make an initial assessment of the Incident or the Service Request and attempt to resolve without reference to 2nd and 3rd line support using existing documented standard procedures |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Perform Service Desk tasks and Welcome Centre tasks, such as: |  |  |  | 1,2,3,4,5,6,7,8 |
|  | -Fielding incoming requests to the Service Desk via both telephone and e-mail to ensure courteous, timely and effective resolution of end-user issues |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Raising incident and service request tickets. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Provide hands-on support to people visiting the welcome centres |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Maintain and update the knowledge database and wiki’s. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Support projects in their handover to operations. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Perform asset reconciliation tasks. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Perform standardised identity management tasks, such as: |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Account unlock and password reset. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Token and smartcard provisioning and hand-out. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Works harmoniously with others to get a job done; responds positively to instructions and procedures; able to work well with staff, co-workers, peers and managers; shares critical information with everyone involved in a project; works effectively on projects that cross functional lines; helps to set a tone of cooperation within the work group and across groups; coordinates own work with others; seeks opinions; values working relationships; when appropriate facilitates discussion before decision-making process is complete. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Demonstrates knowledge of techniques, skills, equipment, procedures and materials. Applies knowledge to identify issues and internal problems; works to develop additional technical knowledge and skills. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Responds to requests for IT service in a timely and thorough manner; does what is necessary to ensure customer satisfaction; prioritises customer needs; follows up to evaluate customer satisfaction. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Establishes high standards and measures; is able to maintain high standards despite pressing deadlines; does work right the first time and inspects work for flaws; tests new methods thoroughly; considers excellence a fundamental priority. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Remains open-minded and changes opinions on the basis of new information; performs a wide variety of tasks and changes focus quickly as demands change; manages transitions from task to task effectively; adapts to varying customer needs. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Listens and responds effectively to customer questions; resolves customer problems to the customer’s satisfaction; respects all internal and external customers; uses a team approach when dealing with customers; follows up to evaluate customer satisfaction; measures customer satisfaction effectively; commits to exceeding customer expectations. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Ability to communicate information and ideas and willing to take action to address needs without being requested to do so. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Efficient in one’s use of time and works in a well-structured way. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Ability to carry out several tasks simultaneously while maintaining high standards with all tasks. |  |  |  | 1,2,3,4,5,6,7,8 |