**Technical Competencies – IT Support Specialist**

**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 supporting the Windows family desktop OS environment and peripheral equipment in a secure working environment (10+ years), in particular with Windows 7 in the areas of: |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Installation and configuration incl. disk encryption |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Troubleshooting and (data) recovery |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Network connectivity |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proven working experience with providing end-user support (10+ years), in particular by means of remote access and visiting end-users. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proven working experience providing troubleshooting and functional support to end-users for the products from the Microsoft Office suite such as Outlook, Word and Excel (10+ years). |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proven working experience in an ITIL environment implementing processes (5+ years) 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 |
|  | Proven working experience with supporting remote access and teleworking solutions based on Citrix and VPN solution including strong authentication mechanisms such as one-time tokens. |  |  |  | 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 |
|  | A good understanding of Information Technology in general including backend environments. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Install personal computer hardware, performs preventive maintenance, and assists end- users with problems. Has the ability to: |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - set up/replace/troubleshoot personal computers (PCs) and printers following manufacturer’s or other written or verbal instructions |  |  |  | 1,2,3,4,5,6,7,8 |
|  | -Install/replace/troubleshoot peripherals such as smartcard readers, webcams, network cards, hard drives, memory. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Install software on personal computers and assists end-users with problems. Has the ability to: |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Install commercial software packages following manufacturers or other written or verbal instructions. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - configure software for use with specific printers |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Assist end-users with common tasks and common problems encountered with software used for word processing, email, and file compression. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Assist end-users with connections from computers from outside their office to the organisation. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Prepare simple instructions for end-users to follow while completing common tasks. In particular to have: |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - A skill in identifying and using terminology that end-users will understand |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - A skill in writing instructions that are complete and are logically organized |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - The ability to convey complex or technical subject-matter in terms that a lay person or someone without technical training can understand |  |  |  | 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 |
|  | - Taking phone calls. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Raising incident and request tickets. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | - Issuing certificates, tokens and smartcards. |  |  |  | 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 scanning and reconciliation tasks. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Maintain the loan- and replacement-laptop pool (e.g. imaging, administration, software installation). |  |  |  | 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 |