**Person Specification**

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| JOB TITLE/BAND: | *System Support Technician (Application Support)- Band 5* |  |
| **LOCATION:** | **MacKenzie Building, Dundee** |  |
| **HOURS:** | **37 hours per week** |  |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF EVALUATION** |
| **EXPERIENCE:** | Understanding of a Digital environment, including ITIL methodologies.  Supporting end users in the use of digital products and software such as Microsoft products including Office 365, SharePoint, Teams and Project.  Previous experience of system administration. | Previous Digital support experience within an NHS environment.  Previous experience of setting up and supporting system user groups.  Previous experience of liaising with suppliers around Service Level Agreements. | Application Form & Interview |
| **QUALIFICATIONS:**  (Training; Research; Publications) | Educated to Diploma Level or relevant Digital support experience. | Educated to a Degree level.  ITIL Foundation v3 Certified | Application Form & Interview |
| **KNOWLEDGE & SKILLS:** | Solid knowledge and understanding of both digital Desktop Hardware and Software.  Good knowledge of SharePoint, OneDrive and other Microsoft evergreen products.  Strong Communication Skills both written and verbal.  Excellent attention to detail.  Good customer service skills.  Solid understanding and experience using various NHS Systems. | Excellent knowledge of NHS Tayside Systems.  Good understanding in ITIL principles.  Previous experience undertaking user acceptance testing.  An awareness of how Application Support fits in to a Digital Department | Application Form & Interview |
| **PERSONAL QUALITIES:** | Excellent Problem Solver  Embracing Technology and Information.  Team Player |  | Application Form & Interview |
| **OTHER:**  (eg travel across Tayside) | Flexible in terms of working hours  Ensures confidentiality is respected.  Although normally based on the Ninewells site (MacKenzie Building) you need to be willing to travel to other sites if required. |  | Application Form & Interview |