**Person Specification**

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| JOB TITLE/BAND: | | System Support Technician | | |  | |
| **LOCATION:** | | NHS Tayside Digital Directorate | | |  | |
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| **CRITERIA** | | **ESSENTIAL** | | **DESIRABLE** | **METHOD OF EVALUATION** | |
| **EXPERIENCE:** | | Previous experience working with Service Desk system processes  Previous work experience in large Organisation  Track record of analytical problem solving.  Experience of IT Systems Support | | Previous experience of configuration, support & troubleshooting of networked devices  Previous experience of Local Area Network Switch configuration, support & troubleshooting  Previous experience of data network ethernet fibre / copper cabling support & troubleshooting | Application Form & Interview | |
| **QUALIFICATIONS:**  (Training; Research; Publications) | | HND / HNC in Computing or related technologies, including industry certification. | | Equivalent, IT related qualifications i.e. ITIL, Cisco certification | Application Form & Interview | |
| **KNOWLEDGE &**  **SKILLS:** | | Knowledge of IT Service Desk function.  Understanding use of DHCP, DNS, Proxy and relevant TCP/IP protocols.  Awareness of Network Security principles.  Understanding of Network cabling systems  Able to keep abreast of technology trends and changes.  Hands-on fault diagnosis and troubleshooting.  Work well under pressure and contribute as a team player within a small team.  Understanding of technical documentation.  Excellent communications with all levels of users, 3rd party companies and colleagues.  Maintain documentation and have an understanding of department technical procedures/processes  Customer centric approach to call resolution.  Demonstrate excellent customer service skills | | Good understanding of the OSI model and how it relates to problem solving.  Cisco IOS operating system  Awareness of IPT technologies  Awareness of Firewall Technologies  Overview knowledge of Cisco router/switches  Awareness of Wireless controllers & Access Points  Understanding of Network Management platforms.  Experience of using MS-Visio or other documentation tools.  Good understanding of IT service management principles including ITIL, at foundation level.  Good understanding of Cisco Switch hardware and configurations.  Good understanding of Cisco Wireless hardware/software and configuration. | Application Form & Interview | |
| **PERSONAL QUALITIES:** | | Effective team worker and the ability to escalate and communicate issues/ worries to senior staff.  Ability to focus in a complex environment  Excellent communication skills  Resourceful with ability to implement workarounds where required and under pressure. | | Proven ability to take part in complex team problem solving often involving critical services. | Application Form & Interview | |
| **OTHER:** | | Participation in on-call Rota  Ensures confidentiality is respected | |  | Application Form & Interview | |