**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 processesPrevious work experience in large OrganisationTrack record of analytical problem solving.Experience of IT Systems Support | Previous experience of configuration, support & troubleshooting of networked devicesPrevious experience of Local Area Network Switch configuration, support & troubleshootingPrevious 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/processesCustomer 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 systemAwareness of IPT technologiesAwareness of Firewall TechnologiesOverview knowledge of Cisco router/switches Awareness of Wireless controllers & Access PointsUnderstanding 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 environmentExcellent communication skillsResourceful 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 |