PERSONAL SPECIFICATION

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| **Job Title** | System Support Specialist – Endpoint Services |
| **Grade** | AFC Band 6 |
| **Location** | NHS Tayside Digital Directorate |

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| **Criteria** | **Essential** | **Desirable** |
| **EXPERIENCE:** | Previous experience of configuration, support & troubleshooting of Endpoint Devices  Experience of using Microsoft technologies  Strong awareness of current technology trends and developments  Track record of analytical problem solving | Previous work experience in large Organisation  Experience of NHS systems / working environment  Experience of ITIL working practices (e.g. Change management)  Experience of project work & technical implementation  Supervisory experience  Proven ability to take part in complex team problem solving often involving critical services |
| **QUALIFICATIONS:** | HND / HNC in Computing or related technologies, including industry certification or equivalent experience in an IT environment | Educated to degree level or equivalent, IT related qualifications i.e. ITIL etc. |
| **KNOWLEDGE:** | Understanding of Application Lifecyle Management  Understanding of Cyber Security processes  Understanding of Network Security methodologies and principles | Knowledge of Client/Server based technologies such as Citrix  Knowledge of Active Directory principles and policy management  Knowledge and understanding of an endpoint management suite or tools such as but not limited to Configuration Manager, InTune or AutoPilot. |
| **SKILLS:** | Hands-on with fault diagnosis, methodical troubleshooting & resolution of Endpoint related problems  Maintain documentation & have understanding of department technical procedures/processes/specifications  Understand, demonstrate and manage rapidly changing priorities in a challenging work environment  Ability to work under pressure during Significant Events & Major Incidents, providing a resolution/workaround in a timely manner  Excellent communication skills across all levels of users, 3rd party companies and colleagues.  Demonstrate excellent customer service skills, providing timely updates and managing user expectations  Ability to transfer knowledge in a clear and concise manner to customers & IT colleagues | Good understanding of IT service management principles including ITIL  IT Project Management methodology  Good understanding of IT Service Desk incident/request management system |
| **PERSONAL QUALITIES:** | Ability to work effectively within a team and on your own when required  Ability to work effectively and take direction from managerial staff    Ability to focus in a complex working environment  Excellent communication and interpersonal skills |  |
| **OTHER:** | Ability to work flexibly and as part of a team  Participation in on-call Rota  Ensures confidentiality is respected  Possible travel to sites across a wide geographical area |  |