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 DevicesExperience of using Microsoft technologies Strong awareness of current technology trends and developmentsTrack record of analytical problem solving | Previous work experience in large OrganisationExperience of NHS systems / working environment Experience of ITIL working practices (e.g. Change management) Experience of project work & technical implementationSupervisory 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 ManagementUnderstanding of Cyber Security processes Understanding of Network Security methodologies and principles | Knowledge of Client/Server based technologies such as CitrixKnowledge of Active Directory principles and policy managementKnowledge 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 problemsMaintain documentation & have understanding of department technical procedures/processes/specificationsUnderstand, demonstrate and manage rapidly changing priorities in a challenging work environmentAbility to work under pressure during Significant Events & Major Incidents, providing a resolution/workaround in a timely mannerExcellent 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 ITILIT 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 teamParticipation in on-call Rota Ensures confidentiality is respectedPossible travel to sites across a wide geographical area |  |