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| NHS LANARKSHIRE PERSON SPECIFICATIONIT Systems Specialist – Band 6 – NHSL17/040 |
| Criteria | Essential | Desirable |
| Qualifications & TrainingLevel of education, professional qualifications, training and learning programmes/courses | Educated to or operating at Degree level in an IT specialityFurther Education and evidence of CPD in IT subjects e.g. study days, courses, postgraduate qualification |  |
| ExperienceLength and type of experience, level at which experience gained | Extensive specialist demonstrable and extensive experience in an IT Systems related discipline.Experience presenting to groups of technical staff on an individual basis.Proven track record in the regular use of Microsoft and Linux operating systems as well as virtulisation technologies (VMWare, Hyper-V, cloud compute).Proven track record in the regular use of storage and data recovery software and services (Veeam, Dell Avamar, Backup Exec). | 3 – 5 years experience in a complex Technical Support role within an IT departmentProven track record in the regular use of Microsoft desktop products such as MS Office, Visio etc in order to produce reports for service monitoring.Proven track record in the administration of and management of Microsoft Active Directory domain.Proven track record in the administration of of M365.Proven ability to manage theadministrative and service deliveryaspects of a high pressure IT System Support Service covering around 14,000 end usersProven ability to deliver workobjectives on own initiativeProven ability to work effectivelywith both technical and non technical colleagues at all levels within andexternal to the organisationProven relationship and performance management skills |
| KnowledgeDepth and extent of knowledge | Specialist technical knowledge across complex IT systems products and practices understanding current needs and acknowledging industry trendsFamiliar with the principles and methods of project management | Working knowledge of NHS Scotland’s eHealth legislation, policies and regulatory guidance |
| Skills/AbilitiesRange and level of skillsi.e. communication (oral, written, presentation),planning/organisation,numeracy, leadership etc | Leadership skills to enable day to day management of servicedelivery within an IT roleExcellent team working and leadership skills and ability to motivate others and work using own initiativeExcellent listening, communicationand interpersonal skillsEffective time management skills | Excellent customer focus |
| Specific Job RequirementsEnvironmental conditions, unsociable hours, car driver etc | Ability to drive and have current driving licenceCar owner/access to car | Highly self motivated |
| Signed:  | Date:  |
| PRINT NAME:  | Designation:  |