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| NHS LANARKSHIRE  PERSON SPECIFICATION  IT Systems Specialist – Band 6 – NHSL17/040 | | | |
| Criteria | Essential | | Desirable |
| Qualifications & Training  Level of education, professional qualifications, training and  learning programmes/courses | Educated to or operating at Degree level in an IT speciality  Further Education and evidence of CPD in IT subjects e.g. study days, courses, postgraduate qualification | |  |
| Experience  Length 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 department  Proven 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 the  administrative and service delivery  aspects of a high pressure IT System Support Service covering around 14,000 end users  Proven ability to deliver work  objectives on own initiative  Proven ability to work effectively  with both technical and non technical colleagues at all levels within and  external to the organisation  Proven relationship and performance management skills |
| Knowledge  Depth and extent of knowledge | Specialist technical knowledge across complex IT systems products and practices understanding current needs and acknowledging industry trends  Familiar with the principles and methods of project management | | Working knowledge of NHS Scotland’s eHealth legislation, policies and  regulatory guidance |
| Skills/Abilities  Range and level of skills  i.e. communication (oral,  written, presentation),  planning/organisation,  numeracy, leadership etc | Leadership skills to enable day to day management of service  delivery within an IT role  Excellent team working and  leadership skills and ability to  motivate others and work using own initiative  Excellent listening, communication  and interpersonal skills  Effective time management skills | | Excellent customer focus |
| Specific Job Requirements  Environmental conditions, unsociable hours, car driver etc | Ability to drive and have current  driving licence  Car owner/access to car | | Highly self motivated |
| Signed: | | | Date: |
| PRINT NAME: | | Designation: | |