**Person Specification**

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| JOB TITLE/BAND:  | Band 7 - Senior System Support Specialist – Endpoint |  |
| **LOCATION:** | Maryfield House, Dundee (Subject to change) |  |
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| **CRITERIA** | **ESSENTIAL**  | **DESIRABLE** | **METHOD OF EVALUATION** |
| **EXPERIENCE:** | Previous experience of configuration, support and troubleshooting of Endpoint devicesStrong working experience of various Microsoft technologies (e.g SCCM/MECM, InTune)Strong awareness of current technology trends and developments | Previous work experience in a large organisation, preferably an NHS setting.Experience of ITIL working practices (e.g change management)Experience of leading technical projectsTechnical team management experienceProven ability to take part in complex problem solving, often involving critical servicesAwareness of Cloud TechnologiesIT Asset Management/Procurement and stock control experience | Application form/Interview |
| **QUALIFICATIONS:**(Training; Research; Publications) | Educated to degree level or equivalent, IT related qualifications or relevant years of experience | Relatable Microsoft certification (e.g MD-102 or MS0102)IT related qualifications, ITIL v4, APM, Prince 2 foundation certified, CMI or ILM training. Various Microsoft Certification | Application form |
| **KNOWLEDGE &****SKILLS:** | Understanding of Application Lifecyle ManagementUnderstanding of Cyber Security processes Understanding of Network Security methodologies and principlesHands-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  | 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. | Application form/Interview |
| **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 skillsRemain calm under pressure using initiative and resourcefulness to implement solutions where required |  | Interview |
| **OTHER:** | Participation in on-call Rota Ensures confidentiality is respectedPossible travel to sites across a wide geographical area |  | Interview |