**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 devices  Strong 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 projects  Technical team management experience  Proven ability to take part in complex problem solving, often involving critical services  Awareness of Cloud Technologies  IT 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 Management  Understanding of Cyber Security processes  Understanding of Network Security methodologies and principles  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 | | 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. | | | 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 skills  Remain calm under pressure using initiative and resourcefulness to implement solutions where required | |  | | | Interview |
| **OTHER:** | | Participation in on-call Rota  Ensures confidentiality is respected  Possible travel to sites across a wide geographical area | |  | | | Interview |