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| NHS LANARKSHIRE  PERSON SPECIFICATION  Digital Communications Specialist - NHSL25/002 – Band 5 | | | | |
| Criteria | Essential | | Desirable | |
| Qualifications & Training  Level of education, professional qualifications, training and learning programmes/courses | HND/Degree in a relevant field (e.g., Audio Visual Technology, IT, Electronics) or equivalent experience | |  | |
| Experience  Length and type of experience, level at which experience gained | Proven experience in designing, installing, and maintaining AV systems  Familiar with principles and methods of project management | | Detailed knowledge in the use and support techniques required to manage Microsoft products that include Desktop Operating systems and the MS Office suite of applications  Proven track record in the support of TCP/IP networks and MS Windows Operating systems. Working knowledge of Microsoft Active Directory.  Experience in GP systems Vision, Emis, Docman | |
| Knowledge  Depth and extent of knowledge | Strong knowledge of video conferencing technologies, including Microsoft Teams Rooms, Zoom Rooms, and Cisco Webex systems  Familiarity with AV control systems (e.g., Crestron, Extron, AMX)  Understanding of IP networking as it relates to AV/VC systems | |  | |
| Skills/Abilities  Range and level of skills  i.e. communication (oral, written, presentation),  planning/organisation,  numeracy, leadership etc | Leadership skills to enable the day-to-day management of service delivery within an IT role  Experience in presenting to groups of technical staff on an individual basis  Excellent team-working  Leadership skills  Ability to motivate others  Work using own initiative  Excellent listening, communication and interpersonal skills  Effective time management skills | | Ability to achieve targets set by the IT Service Desk or IT Management  Ability to work under pressure and to fixed time scales  Ability to consistently ensure IT Service Desk calls are resolved within fixed service level agreements | |
| Specific Job Requirements  Environmental conditions, unsociable hours, car driver etc | Car driver with a full, valid UK/EU/EEA licence  Have own car to successfully perform job function duties.  Shift work between 8am and 6pm. Overtime may occasionally be required out of normal hours and at weekends | |  | |
| Signed: | | | | Date: |
| PRINT NAME: | | Designation: | | |