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| NHS LANARKSHIRE PERSON SPECIFICATIONDigital Communications Specialist - NHSL25/002 – Band 5 |
| Criteria | Essential | Desirable |
| Qualifications & TrainingLevel 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 |  |
| ExperienceLength and type of experience, level at which experience gained | Proven experience in designing, installing, and maintaining AV systemsFamiliar 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 applicationsProven 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 |
| KnowledgeDepth and extent of knowledge | Strong knowledge of video conferencing technologies, including Microsoft Teams Rooms, Zoom Rooms, and Cisco Webex systemsFamiliarity with AV control systems (e.g., Crestron, Extron, AMX)Understanding of IP networking as it relates to AV/VC systems |  |
| Skills/AbilitiesRange and level of skillsi.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 roleExperience in presenting to groups of technical staff on an individual basisExcellent team-workingLeadership skillsAbility to motivate othersWork using own initiativeExcellent listening, communication and interpersonal skillsEffective time management skills | Ability to achieve targets set by the IT Service Desk or IT ManagementAbility to work under pressure and to fixed time scalesAbility to consistently ensure IT Service Desk calls are resolved within fixed service level agreements |
| Specific Job RequirementsEnvironmental conditions, unsociable hours, car driver etc | Car driver with a full, valid UK/EU/EEA licenceHave 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:  |