**Person Specification**

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| JOB TITLE/BAND: | | Network Support Specialist Band 6 | | |  | |
| **LOCATION:** | | Digital Dir. MacKenzie Building NWH | | |  | |
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| **CRITERIA** | | **ESSENTIAL** | | **DESIRABLE** | **METHOD OF EVALUATION** | |
| **EXPERIENCE:** | | Extensive configuration, support & troubleshooting of TCP/IP routing protocols & networked devices  Extensive Local Area Network Switch & Wireless configuration, support & troubleshooting  Extensive data network ethernet fibre / copper cabling support & troubleshooting  Extensive data Cisco network security Firewalls experience support & troubleshooting  Extensive IPT / QoS / voice experience support & troubleshooting  Extensive VPN experience support & troubleshooting  Strong awareness of current technology trends and developments  Track record of analytical problem solving. | | Previous work experience in large Organisation  Experience of NHS or Healthcare systems / working environment  Experience of ITIL working practices (eg Incident, Request, Problem and Change management)  Experience of Cloud Computing especially Azure.  Experience of project work & technical implementation  Supervisory experience  Proven ability to take part in complex team problem solving often involving critical services | In person face to face interview process. | |
| **QUALIFICATIONS:**  (Training; Research; Publications) | | HND / HNC in Computing or related technologies, including industry certification. | | Educated to degree level or equivalent, IT related qualifications i.e. ITIL, Cisco CCNA certification | In person face to face interview process. | |
| **KNOWLEDGE &**  **SKILLS:** | | Hands-on with fault diagnosis, methodical troubleshooting & resolution of data network 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 communications with 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 Cloud Managed Infrastructure.  Knowledge of Cisco Security products, Orion Solarwinds, INFOBLOX , Meraki , F5 & Cisco Anyconnect.  Awareness of Cyber Essentials and NISD standards.  Good understanding of IT service management principles including ITIL  IT Project Management methodology  Good understanding of IT Service Desk incident/request management system | In person face to face interview process. | |
| **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 | |  | In person face to face interview process. | |
| **OTHER:** | | Ability to work flexibly and as part of a team  Participation in on-call Rota  Ensures confidentiality is respected  Ability to travel | | Ability to work out of hours when required | In person face to face interview process. | |