**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 devicesExtensive Local Area Network Switch & Wireless configuration, support & troubleshootingExtensive 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 developmentsTrack record of analytical problem solving. | Previous work experience in large OrganisationExperience 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 implementationSupervisory 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 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 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 ITILIT 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 skillsRemain 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 teamParticipation in on-call Rota Ensures confidentiality is respectedAbility to travel  | Ability to work out of hours when required | In person face to face interview process. |