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| NHS LANARKSHIRE PERSON SPECIFICATIONSenior Application Support Analyst – Band 6 – AS.0121 |
| Criteria | Essential | Desirable |
| Qualifications & TrainingLevel of education, professional qualifications, training and learning programmes/courses | Educated to degree level or equivalent experience preferably in a computer related discipline  | Qualified in an IT related subject |
| ExperienceLength and type of experience, level at which experience gained | Extensive experience in a senior technical support management role in an information technology departmentExperience and evidence i.e. training courses etc in an enterprise RDMS from vendors such as Microsoft or OracleProven experience of supervising other staff | Proven track record in the support of TCP/IP networks and MS Windows server operating systems. Working knowledge of Microsoft Active Directory |
| KnowledgeDepth and extent of knowledge | Knowledge of clinical diagnostic, patient management, clinical support and business services use within healthcareFamiliar with principles and methods of project management | Detailed knowledge in the management and support techniques required to maintain Microsoft products that include operating systems and SQL Server as well as the MS Office suite of applications |
| Skills/AbilitiesRange and level of skillsi.e. communication (oral, written, presentation),planning/organisation,numeracy, leadership etc | Skilled in up to date server operating software particularly from vendors such as Microsoft Skilled in the use of standard desktop software i.e. Microsoft Office suite | Ability to work as a team player as well as on own initiative to achieve targets set by the IT Helpdesk or IT ManagementKnowledge of applications used within HealthcareKnowledge or project management methods and principlesAbility to work under pressure and to fixed time scalesExcellent communication and inter-personal skillsExperience of supervising other staff |
| Specific Job RequirementsEnvironmental conditions, unsociable hours, car driver etc | Car driver with a full, valid UK/EU/EEA licence Requirement to ensure IT Helpdesk calls assigned are resolved within fixed service level agreementsOverseas applicantsPlease ensure that you are a registered member of any required professional body related to this role if applicable | May be required to participate on department on-call rota |
| Signed:  | Date:  |
| PRINT NAME:  | Designation:  |