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| NHS LANARKSHIRE  PERSON SPECIFICATION  Senior Application Support Analyst – Band 6 – AS.0121 | | | | |
| Criteria | Essential | | Desirable | |
| Qualifications & Training  Level 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 | |
| Experience  Length and type of experience, level at which experience gained | Extensive experience in a senior technical support management role in an information technology department  Experience and evidence i.e. training courses etc in an enterprise RDMS from vendors such as Microsoft or Oracle  Proven 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 | |
| Knowledge  Depth and extent of knowledge | Knowledge of clinical diagnostic, patient management, clinical support and business services use within healthcare  Familiar 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/Abilities  Range and level of skills  i.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 Management  Knowledge of applications used within Healthcare  Knowledge or project management methods and principles  Ability to work under pressure and to fixed time scales  Excellent communication and inter-personal skills  Experience of supervising other staff | |
| Specific Job Requirements  Environmental 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 agreements  Overseas applicants  Please 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: | | |