

PERSON SPECIFICATION

Job Title: IT Support Office (Second Line)











Assessment Criteria	Essential	Desirable	Identified
Knowledge and Experience	<p>Extensive experience of working in IT Support and IT customer services environment</p> <p>Knowledge of end-user computer hardware / software and fundamental network support gained through study or practical experience</p> <p>Experience of deploying, configuring and monitoring Microsoft desktops and Android and Apple mobile devices, up to and including current releases</p> <p>Analysis, investigation and resolution of complex IT queries and</p>	<p>Experience of working on multiple concurrent IT Projects</p> <p>Training other IT staff and delivering training in own specialism</p> <p>Providing IT support in a healthcare environment</p> <p>Experience with scripting and automation</p>	AF, IN

	<p>issues/problems e.g. system errors, breaches of security or confidentiality, user requirements which may require configuration of software and hardware</p> <p>Experience of working with ITIL and Service Management processes</p> <p>Experience working with modern ITSM products</p> <p>Experience working with software asset management and hardware reporting tools</p> <p>Experience of collaborative and team working practices</p> <p>Evidence of a continual improvement work ethic</p> <p>Maintaining good relationships with colleagues, customers, and vendors</p>	<p>using modern toolsets e.g. PowerShell</p> <p>Experience with infrastructure communication protocols to support diagnostic monitoring of equipment and environments e.g. SNMP</p>	
Qualifications/Training	<p>GCSE English and Mathematics Grade A-C (or Equivalent experience)</p> <p>HNC Level or equivalent in an IT related field (Equivalent to A Level Grade A–C)</p> <p>Degree or equivalent in a relevant IT-related field or equivalent specialist experience in IT Support covering hardware and software deployment, configuration and maintenance</p>	<p>Microsoft/Unix/Linux System Administration or equivalent hands-on experience</p> <p>Cisco qualification (e.g. CCNA)</p> <p>Security qualification (e.g. SSCP)</p> <p>Further ITIL certifications</p>	AF, IN

	<p>Microsoft certification in a desktop specialty (operating system or applications) or equivalent experience</p> <p>CompTIA Network+ or equivalent experience, or willingness to take</p> <p>ITIL 4 Foundation or willingness to take</p>	Further CompTIA certifications	
Personal Attributes & Skills	<p>Be able to work both as part of a team and as an individual.</p> <p>Able to communicate across all levels to service users both verbally and in written form</p> <p>Demonstrates an analytical and logical approach to problem solving</p> <p>Commitment to continual personal development with an ability to maintain skills set through further training</p> <p>Self-Motivated</p> <p>Methodical and systematic in approach to all aspects of work</p> <p>Organisational skills with attention to detail</p> <p>Creative Thinking</p> <p>Able to demonstrate behaviours consistent with Trust Core Values</p>	<p>Confidence when working within clinical environments which have an associated level of pressure.</p> <p>Working knowledge of the organisation of the NHS and current policy initiatives.</p> <p>Up to date awareness of NHS IT strategy.</p>	AF, IN

	<p>Demonstrates an ability to prioritise own workload and responds appropriately to urgent and emergency situations</p> <p>Experience and good understanding of Microsoft products e.g. Excel, Word, PowerPoint</p> <p>Demonstrate knowledge of IT related standards, NHS Data Protection Security Toolkit (DSPT), Cyber Security, ITIL</p> <p>Understanding of technical issues surrounding implementation of new/replacement systems</p> <p>Demonstrate effective written and verbal communication skills</p> <p>Produce timely, accurate written/electronic records and documents</p> <p>Demonstrates work process to other members of IT Services within own work area</p> <p>Dexterity and accuracy in undertaking IT tasks, use of equipment and documentation</p> <p>Ability to evaluate and interpret technical information for communication to a wide audience</p>		
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	<p>Ability to work unsupervised in a pressured environment</p> <p>Ability to react quickly to challenging situations</p> <p>Able to meet the physical demands of the role, particularly installation of equipment and travel between various departments and sites.</p> <p>Regular use of computers, display screen equipment and keyboards</p> <p>Work flexibly to meet demands of the department and the service.</p> <p>Participate in on-call rota.</p>		
Demonstrates our We Care values and the DBTH Way	<p> Demonstrate an understanding of the importance of quality of care.</p> <p> Demonstrate that you will be open to improving everything that you do.</p> <p> Be accountable for own actions and those of their team.</p> <p> Demonstrate that everyone's contribution is valued.</p> <p> Have an ability to work efficiently, effectively and professionally in a multidisciplinary team.</p> <p> Work to ensure the care group/directorate improves efficiency and reduces waste.</p>		

	 Displays networking skills.		
	 Have an ability to consider and implement new solutions.		

Key for 'Identified': AF = Application form, In = Interview, P = Presentation, REF= References, CERT=Certificates