

PERSON SPECIFICATION

PATHOLOGY SYSTEMS CUSTOMER SERVICE REPRESENTATIVE

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	Higher National Certificate / Diploma or equivalent or relevant experience	Higher National Certificate / Diploma or equivalent qualification in an IT related subject	Application Form / Interview
	Evidence of Personal Development		Application Form / Interview
Experience/Knowledge	<p>Experience in working in customer facing IT service delivery environment</p> <p>Experience of providing a customer focussed IT front line service</p> <p>Ability to communicate confidently via telephone with staff at all levels across the Trust</p> <p>An ability to listen and diagnose correctly in order to ensure that incident are dealt with effectively.</p> <p>Able to work under pressure. Must be able to handle people in a courteous and sensitive manner taking account of individual needs and concerns.</p> <p>An ability to communicate effectively and with</p>	<p>A working knowledge of Pathology services and laboratory information systems</p> <p>Good working knowledge of Microsoft products including Microsoft Office Suite.</p>	Application Form / Interview

Directorate of Laboratory Medicine

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	<p>confidence to third party suppliers.</p> <p>Well organised. Self-motivated. A willingness to develop and learn A good team player Commitment to service delivery</p> <p>Experience in the use of service desk systems and call distribution systems</p>		
Attributes	Provide and receive information on IM&T matters which may be complicated		Application Form / Interview
	Ability to analyse situations / information to identify and resolve a range of problems		Application Form / Interview
	Plan tasks and activities which may require adjustment due to variable workload / interruptions		Application Form / Interview
	Collaborative approach and good team working		Application Form / Interview