

PERSON SPECIFICATION:

Job Title: Technical Mobile Device Management Administrator - Band 5

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Education/ Qualifications	<p>A Level / Diploma Level 3 or recent and significant experience</p> <p>Demonstrate commitment to ongoing personal development</p> <p>ITIL Foundation Qualification</p>	HND Computer Studies or equivalent	<p>Application Form</p> <p>Certificates</p> <p>Interview</p>
Experience	<p>Excellent knowledge of Windows Operating systems and Active Directory Management</p> <p>Excellent up to date knowledge and experience of Windows Desktop and MAC OS platforms as well as an in depth knowledge of the MS Office Suite of products</p> <p>Experience of Office 365</p> <p>Proven Experience of Mobile OS: Andriod, Apple</p> <p>Proven Experience of Mobile Device: iPhone, iPads, Andriod phones, Andriod Tablets</p> <p>Experience of call management using a call logging system, providing excellent user experience and managing expectations.</p> <p>Ability to provide an effective support service.</p> <p>Proven experience of working in a customer focused environment</p> <p>Experience of telephone reporting and call logging systemsKnowledge to be a lead specialist</p>	Supplier management experience	<p>Application Form</p> <p>Interview</p>

Our Bolton NHS FT Values



	in at least 4 technical disciplines as defined by the Knowledge Skills Framework Document.		
Skills and Abilities	<p>Experience in delivering IT facilities</p> <p>Relevant Support Experience in a previous support role</p> <p>Excellent planning & organisational skills</p> <p>Excellent up to date knowledge of Windows Desktop platforms such as Windows 10 as well as an in depth knowledge of the MS 365</p> <p>To work effectively and efficiently supporting all projects to ensure all work commitments and updates are undertaken within the required deadlines.</p> <p>A proactive approach to problem solving and able to identify and resolve problems</p> <p>Monitor progress of statutory responsibilities against timescales and co-ordinate regular updates.</p> <p>Good interpersonal and communication skills (written, verbal, electronic).</p> <p>Ability to communicate complex information to all levels of staff.</p> <p>Ability to read, analyse, and interpret detailed reports.</p> <p>Ability to listen and diagnose correctly in order to ensure that incidents are dealt with effectively.</p>	<p>Ability to communicate complex information to all levels of staff.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>Ability to handle people in a courteous and sensitive manner taking account of individual needs and concerns.</p> <p>Ability to cope with varying degrees of pressure when customers phone with high demands of response.</p> <p>Proven track record of working as part of a team.</p> <p>Ability to assess the importance and urgency of situations and initiate appropriate action, when required.</p> <p>High standard of written and verbal communication skills.</p> <p>Have a customer oriented approach</p>		
Knowledge	<p>Knowledge and experience of using Microsoft Word, Excel, PowerPoint and Outlook at an intermediate level.</p> <p>Knowledge of current NHS Information Technology issues, standards and procedures.</p>		Application Form Interview



Bolton
NHS Foundation Trust

Other	Flexibility of working hours	Business insured car user	Application Form Interview
	Well motivated		
	Able to work on own initiative		

Prepared By: Farouk Patel - CTO
Bolton NHS Foundation Trust

Date: September 2023

