**WALSALL HEALTHCARE NHS TRUST
PERSON SPECIFICATION**

POST: Senior Application Support Analyst

GRADE: AFC Band 5

Job Requirements	How Tested	Weighting
Qualifications		
Educated to a degree standard or equivalent experience	A	H
ITIL v3 or above	A/I	M
Experience		
Relevant experience of systems management and data structures	A/I	H
Proven experience of co-ordinating the release of changes to systems	A/I	H
Experience of supplier management	I	M
Ability to manage own workload and meet tight deadlines	A/I	H
Experience of working in a team	A/I	M
Knowledge & Skills		
Proficient use of MS Office applications	A/I	H
Analytical, statistical and audit skills	A/I	H
Understanding of the clinical, performance and business information needs within an NHS organisation	A/I	M
Proven system admin skills	A/I	H
Ability to communicate with a proven ability in the presentation of written and verbal reports	A/I	H
Experience of liaising with staff at all levels	A/I	M
Ability to build strong customer service skills and working relationships with all levels and groups of staff	A/I	M
Ability to adhere to and update system policies and procedures	A/I	M
Ability to maintain confidentiality of personal infomation	A/I	H
Knowledge of the EPR Programme and it's implementation road map at a local level	A	L
Other		
Able to work as part of a team and autonomously	I	H
Methodical in approach with effective problem solving ability	I	H
Felxible approach to working hours when necessary	I	M
Excellent interpersonal skills	I	M

How Tested

A = Application Form
I = Interview
T = Test
P = Presentation
O = Other
R = Reference

Weighting

H = High
M = Medium
L = Low