PERSON SPECIFICATION

JOB TITLE:	IT Senior Technical Support Engineer
JOB BAND:	Band 6

GUIDANCE FOR MANAGERS:

This document will not be used for the purpose of advertising the post but should be used as a tool to assist in the shortlisting of candidates. All role requirements detailed in this document, both essential and desirable that will be used to assess the suitability of a candidate must be added to the Role Requirements tab on the Trac System.

Qualifications & Education	Weighting (Essential or Desirable)
Batchelors degree in an IT related subject or equivalent experience	Essential
IT Infrastructure Library (ITIL) v3 Foundation or equivalent experience	Desirable
Evidence of continued professional development	Desirable

Knowledge and Training	Weighting (Essential or Desirable)
Expert in using the Microsoft management console to manage and maintain computers remotely	Essential
Expert in leveraging the window management instrumentation to remotely interrogate remote workstations	Essential
Expert in the use of remote access \ management solutions across desktop and mobile devices	Essential
Expert ability to analyse log files in many different formats to remotely diagnose issues with workstations	Essential
Proficient in building and supporting Microsoft Remote Desktop Services environments	Essential
Expert in administration of Active Directory Users and Computers and NTFS access groups and permissions	Essential
Show experience of the administration of cross platform mobile device management solutions	Essential
Knowledge of a variety of Health IT Systems	Desirable
Experience with imaging solutions and creating images	Desirable
Scripting Experience – Autoit, powershell, vbs etc	Desirable

Experience	Weighting (Essential or Desirable)
Identification and exploitation of technical development	Essential
Analysing technical problems using a variety of methods	Essential
Documenting complex IT solutions in to SOP	Essential
Analysing and presenting information effectively in report form, in discussion and in presentations	Essential
Assess technical solution options to identify the most appropriate solution	Essential
Problem management	Essential
Customer engagement	Essential
Ability to produce high standard of technical documentation	Essential
Extensive desktop and infrastructure support experience	Essential
Experience in leading a project team	Desirable
Ability to work in a busy environment	Essential
Expert problem-solving skills	Essential
Coaching and mentoring less experienced staff	Essential
Experience in Electronic Patient Record (EPR) or clinical systems implementation	Desirable
Experience of working in an Acute Trust with senior managers and clinicians	Desirable
Experience of working with clinical staff at all levels	Desirable
Technical solution delivery	Desirable

Communication & Relationship Skills	Weighting (Essential or Desirable)
Excellent oral and written communication and influencing skills	Essential
Works well in teams and independently	Essential
Ability to deal with representatives at all levels internally within the Trust and with clients and gain credibility and trust	Essential
Ability to build relationships at all business levels and to ensure any escalations are managed through to resolution	Essential
Capable of producing a high standard of technical documentation	Essential
Customer contact skills – confident, polite and effective telephone and face to face communication skills	Essential
Confident and Assertive	Essential
Ability to conduct themselves professionally at all times	Essential
Negotiation skills	Essential
Facilitation skills	Essential
Ability to interpret and apply national guidance	Essential
Ability to work collaboratively and in teams	Essential

Analytical & Judgement Skills	Weighting (Essential or Desirable)
Excellent analytical and judgement skills with a strong planning ethos	Essential
Logical approach to problem solving	Essential
Ability to objectively evaluate alternative solutions to problems	Essential
Ability to understand and evaluate complex views and data and decide way forward	Essential

Planning & Organisational Skills	Weighting (Essential or Desirable)
Excellent organisational skills	Essential
Ability to prioritise own workload and work independently	Essential
Ability to working to regular, tight deadlines	Essential
Time management	Essential
Strong planning ethos	Essential
Co-ordinate solution workshops	Desirable

Physical Skills	Weighting (Essential or Desirable)
Able to demonstrate a professional and credible image within IT and to the Business and customers	Essential
Pragmatic, and delivery focussed mentality	Essential
Tenacious and positive thinker with a desire to get the job done	Essential
Customer focused	Essential
Take responsibility and ownership	Essential
Evidence of continual personal development in technical areas	Essential
Influencing	Essential
Action oriented with a desire to ensure customer satisfaction	Essential
Evidence of reflection and evaluation of knowledge and skill gaps	Desirable
Identifies own development needs and sets own personal development objectives	Desirable

Equality, Diversity, Inclusion and Trust Values	Weighting (Essential or Desirable)
Able to provide safe, caring, and effective services	Essential
Values and behaviours that reflect the Trust values of Care, Respect and Responsibility	Essential
Commitment to creating a diverse and inclusive workplace that is free from discrimination and where people feel they belong and their contribution is valued	Essential

Prepared by:	**Sarah Ellis**
Date prepared:	**15th October 2021**
Job evaluation completed:	**16/12/21**
Reference	**21/225**