

PERSON SPECIFICATION

POST: IS (ICT) Support Technician
GRADE IV

REPORTS TO: IS (ICT) Manager

	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> ➤ Educated to a high standard and possess an accredited IT qualification. 	<ul style="list-style-type: none"> ➤ Academic qualification preferably to degree level. ➤ CompTIA Certified Professional. ➤ Microsoft Certified Professional.
Experience	<ul style="list-style-type: none"> ➤ 2 years' experience in a first line technical support position, working in Health Service / Care sector /Public Service / or Medium to Large multi-disciplined enterprise. 	<ul style="list-style-type: none"> ➤ Experience in a Hospital environment. Knowledge and experience of CSC's i.PM and iLab, Change Healthcare's PACS/RIS (NIMIS),
Professional Knowledge	<ul style="list-style-type: none"> ➤ Possess strong technical skills ➤ Have practical experience supporting a modern enterprise class IS / ICT infrastructure & sophisticated information systems. 	<ul style="list-style-type: none"> ➤ Knowledge of the Health / Hospital information systems. ➤ Knowledge and experience of administering Microsoft Active Directory, Exchange server, SharePoint and SQL-Server and Citrix XenDesktop. ➤ Report generation experience E.g. Crystal reports; MS-SQL Server Reporting Services; MS-Access.
Competencies	<ul style="list-style-type: none"> ➤ Ability to communicate effectively. ➤ Good problem solving and decision making ability. ➤ Excellent interpersonal skills to develop good working relationships with others. ➤ Ability to set goals and objectives. ➤ Ability to act on own initiative. ➤ Organisational skills and ability to prioritise. ➤ Ability to work within a team. ➤ Possess satisfactory experience and administrative ability to discharge the functions of the office. 	<ul style="list-style-type: none"> ➤ Teaching/Training Skills
Other Requirements	<ul style="list-style-type: none"> ➤ Flexible to changing needs ➤ Willingness to progress own professional development. 	