Person Specification

POST: **ICT Support Services and Telecommunications Manager**

DEPARTMENT: **IT**

Job Requirements	Essential	Desirable
• **EDUCATION AND QUALIFICATIONS**	Masters in ICT/or evidence of equivalent experience at Masters level. OGC approved IT Service Management Qualification Prince II ITIL Foundation qualification	SQL Server knowledge in management SQL databases
• **EXPERIENCE AND KNOWLEDGE**	Relevant experience of management within an NHS IT support environment. Demonstrate a good level of understanding of performance and budgetary management Implementation and management of successful change/quality/practice development projects. Experience in creating IM&T Policies and procedures. Understanding of key performance indicators and their uses, especially in relation to service level targets. Experience of IT disaster recovery and business continuity planning within a professional environment.	Proven management of large scale IT projects Experience of working in a customer focused environment Experience in the development of IT systems business cases

People Centred	Positive	Compassion	Excellence
	Experience/ability to confront and manage poor practice and performance.		
• **SKILLS AND ABILITY**	Skills in systems management and development		
	Skills in ITSM process design and development		
	Excellent communication skills in a variety of settings to achieve cooperation and influence others.		
	Ability to prioritise and meet conflicting deadlines.		
	Excellent Interpersonal skills		
	Strong leadership skills with effective delegation skills		
	Creative thinker		
	Conscientious		
	Self-motivated and dynamic		