



SECTION 2 - PERSON SPECIFICATION

(A) Job Details

Job Title	IM&T Telecommunications Consultant	AfC Band	8a
Hours of Work	37.5	Base	Bedford, Chelmsford, Norwich
Department	IM&T	Directorate	IM&T

(B) – Key Components

KEY COMPONENTS		E/D	Assessed by: ** A/I/T/P
Qualifications	Degree, other tertiary qualification or evidence of relevant on-job qualification/equivalent hands-on experience (3 yrs).	E	A
	At least one of the following qualifications/courses: Technician Certification in Telecommunication systems or equivalent	D	A + I
	Recognised qualification in the field of IT, computing, Business Systems or similar. For example MCSE, Cisco	E	A
	ITIL 3.0	E	I
	ITIL 4.0	D	I
	Evidence of on-going continuous professional development.	E	I
Skills and Knowledge	Ability to think strategically and work methodically towards achieving IT and telecommunication solutions.	E	I
	Ability to maintain and build good professional relationships with colleagues from a variety of care backgrounds	E	I
	Ability to organise and prioritise tasks and deliver to timetables.	E	I
	Ability to understand, amend and work with complex documentation.	E	P
	Structured approach to documentation.	E	P
	Wide ranging IT appreciation	D	I
	Good communication skills including the ability to communicate complex information in an understandable manner to non-technical staff members.	E	I
	Experienced in being the technical specialist and used to having the responsibility and freedom to act in the Trust best interest.	E	A
	Ability to communicate effectively (verbal, written and presentations) to all levels of clinical and non-clinical staff and management.	E	P
	Good problem-solving skills, including imaginative in finding solutions using different mechanisms.	E	T
	Ability to analyse and investigate complex technical issues.	E	T
	Skilled in writing and implementing policies for IT services	D	I



	which impact all areas in the Trust including Patient care.		
	Ability to generate and analyse business cases and budgets in relation to Trust needs and priorities.	D	A + I
Experience	3 years hands on experience with Telecommunication solutions	E	A
	Experience of mentoring staff.	D	I
	Demonstrable experience of delivery to time, and on budget, major IT projects.	E	A + I
	Substantial experience across a wide range of IT technologies.	E	A
	Demonstrable experience of formulating technical telecommunication strategies.	E	P
	Experience of at least 5 years working in an IT team in an Ambulance Service.	D	A
	Proven record in applying Telecommunication and configuration skills and Responsibilities in an NHS organisation, including evidence of input into projects that impact the wider Trust.	E	A + P
	Demonstrable experience of testing new technologies to assess usability for the organisation.	E	P
	Experience of all of the following: - <ul style="list-style-type: none"> • LAN, WAN, Wireless technologies • Computer Aided Dispatch systems • Enhanced Telephony Systems including analogue, digital and VoIP services. • Networking solutions and technologies. • Windows Server and workstation operating systems. • Exchange Server. • Firewall technologies • Active directory 	E	A
	Demonstrable experience of advising of changes to policies and writing new policies which have an impact on the whole Trust, including clinical areas.	D	I
	Demonstrable experience of making judgements on complex IT problems where there is no precedent.	E	I
	The Trusts leading specialist expert with in-depth knowledge across telecommunication solutions.	E	I
	Demonstrable experience of documenting hosted systems.	E	P
	Demonstrable experience of testing new systems.	E	I
	Demonstrable experience of contract management and procurement.	D	I
	Proven experience in following strict procurement guidelines to ensure the budget is spent on suitable resources.	E	I
	Responsible for ensuring appropriate servers are purchased and that all data is securely stored. This will include patient information.	E	I
	Ability to demonstrate an in-depth knowledge of ICT developments, including national developments.	E	I + P



Personal Attributes	Self-confident and enthusiastic.	E	I
	Ability to work on own initiative and take responsibility effectively.	E	I
	Good organisational skills – ability to tackle more than one task at once.	E	I
	Prioritise and manage own workload and meet deadlines under pressure.	E	I
	Ability to stay composed with conflicting priorities	E	I
	Ability to develop complex processes and procedures with minimal direction.	E	I + T
	Ability to show tact and discretion	E	I
	Ability to present highly complex and sensitive information to senior managers internally or externally to the organisation.	E	I
	Experienced in performing regular research and development tasks to	E	I + P

* Please indicate whether each element is an essential or desirable criteria

**Please indicate how each element will be assessed: application, interview, test or presentation