

UNLOCKING POTENTIAL TRANSFORMING LIVES



APPLICANT PACK

Thank you for your interest in the above role. Below, you will find the job description and person specification, outlining how the different criteria will be assessed throughout the recruitment process. You will also find information on the recruitment and selection process and key dates.

Job Description

Job Purpose	
<p>The Field Support Technician carries out a wide and diverse range of activities such as completing service desk requests, troubleshooting issues with PC laptops and desktops, supporting colleagues in their use of software, sourcing and addressing connection issues and ensuring that devices are optimised against cyber security threats. The candidate will also work closely with the wider Digital Services team to ensure operational consistency across the SPS.</p> <p>We're looking for someone with great communication skills who will act as the first point of contact for colleagues accessing our IT services. You'll have practical experience of working in a support environment, be comfortable with the rapid pace of change in IT, able to work on your own initiative as well as being a great team player and committed to continuously updating your skills and knowledge.</p>	
Key Responsibilities	
1	Install and configure workstation equipment to include both desktops and laptops.
2	Partners with other Digital Services team members to maintain security of the organization's computer systems.
3	Diagnose and troubleshoots end user computing problems including analyzing the problem, identification of appropriate resources, testing of proposed fixes and follow-up to ensure the problem has been resolved.
4	Monitor the use of SPS applications and review user access to ensure it is relevant to each post holder's role, ensuring to highlight any violations.
5	Clear communication verbally and in writing to all levels as you will be representing Digital Services from an establishment perspective. As part of the field support team, you will also be committed to the highest standards of service, working and communicating well within a team.
6	Co-ordinate and take responsibility for the planning and management of major changes within the establishments (Desktop upgrades, phone rollouts, etc) Minimum of five National 5 (or equivalent) qualifications,

	including English and Mathematics or at least 6 months' relevant experience.
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Person Specification & Assessment Information

Our selection approach is based upon the principle of merit which means that we will look to appointment the person who best meets the requirements of the role as outlined in the person specification. In determining the most meritorious candidate, applicants will be assessed against the published criteria during the selection process, as detailed below. The most meritorious candidate will be the one who best meets the essential criteria for the role. Performance against any published desirable criteria will only be considered where two or more candidates have performed equally against the essential criteria and there is a need to use the desirable criteria to identify the preferred candidate.

Criteria	Essential/Desirable?	When assessed?
Qualifications		
Minimum of five National 5 (or equivalent) qualifications, including English and Mathematics or relevant experience.	Essential	Application
ITILv4 or SDI Qualifications.	Desirable	Interview
Experience		
Solid demonstrable experience in desk side support, in particular the ability to log relevant incident/service request details as per service desk procedures.	Essential	Application Interview
Experience deploying, maintaining, and troubleshooting various IT assets such as printers, VoIP devices and AV equipment.	Essential	Application Interview
Broad experience supporting and maintaining common desktop applications and services (such as MS Office, O365, VPN clients, video conferencing and endpoint protection).	Essential	Application Interview

Knowledge & Skills		
Excellent communication and interpersonal skills with the ability to work individually or as part of a team.	Essential	Interview
Ability to work to a high degree of accuracy and efficiency and be able to prioritise workload to meet organisational and departmental deadlines.	Essential	Interview
Good numeracy skills including the ability to analyse and interrogate a wide range of information.	Essential	Interview
Ability to identify issues and proactively implement effective solutions.	Essential	Interview

Selection Process Key Dates

Vacancy Closes for Applications	<input type="text"/>	Time	12:00
Competency Sift	<p>Your application form will be reviewed to determine whether you will be progressed to the next stage of the selection process.</p> <p>We will update you of the outcome via the Online Recruitment system.</p> <p>The results of the competency sift stage will be shared by 9 February 2023.</p>		
Final Assessment Interview	<p>The assessment process will take place virtually, therefore you will not need to attend and SPS premises to attend your interview.</p> <p>The assessment process will consist of the following elements:</p> <ul style="list-style-type: none"> • Interview <p>Interview</p> <p>Your Interview will take place Thursday 16 February 2023. You will be given a specific timeframe to prepare for your presentation in advance of the assessment day.</p> <p>Further information will be provided to candidates progressing to this stage of the process by the way of formal invite to assessment.</p>		

*please note interview dates are subject to change.

If you have any queries regarding the vacancy or have a disability which you feel may affect your performance at any stage in the recruitment and selection process, please contact **Angela Fletcher** by email at: **ASKHQHRTeam@prisons.gov.scot** or by telephone on: **0131 330 3753** to allow reasonable adjustments to be made to assist you.

