

UNLOCKING POTENTIAL  
TRANSFORMING LIVES



## APPLICANT PACK

### FIELD SUPPORT TECHNICIAN (HMP SHOTTS)

Thank you for your interest in the above role. Below, you will find the job description and person specification with information on how criteria from the person specification 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 organisation's computer systems.
3	Diagnose and troubleshoots end user computing problems including analysing 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)
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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	or	Stage of Selection Process Assessed
<b>Qualifications</b>			
Minimum of five National 5 (or equivalent) qualifications, including English and Mathematics or relevant experience.	<input type="checkbox"/>		<input type="checkbox"/>
ITILv4 or SDI Qualifications.	<input type="checkbox"/>		<input type="checkbox"/>
<b>Knowledge, Skills &amp; Experience</b>			
Experience in desk side support, in particular the ability to log relevant incident/service request details as per service desk procedures.	<input type="checkbox"/>		Interview
Experience deploying, maintaining, and troubleshooting various IT assets such as printers, VoIP devices and AV equipment.	<input type="checkbox"/>		Interview
Experience supporting and maintaining common desktop applications and services (such as MS Office, O365, VPN clients, video conferencing and endpoint protection).	<input type="checkbox"/>		Interview
Good numeracy skills including the ability to analyse and interrogate a wide range of information.	<input type="checkbox"/>		Interview
<b>Behaviours</b>			
<input type="checkbox"/>	<input type="checkbox"/>		Interview

<input type="text"/>	<input type="text"/>	Interview
<input type="text"/>	<input type="text"/>	Interview
<input type="text"/>	<input type="text"/>	Interview

For further information regarding the expectations in regard to behaviours, candidates should reference the [Competencies for Success Framework](#).

### Selection Process Key Dates

<b>Vacancy Closes for Applications</b>	<input type="text"/>	<b>Time</b>	noon
<b>Interview Date*</b>	Monday 22 January 2024		

\*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](mailto:ASKHQHRTeam@prisons.gov.scot) to allow reasonable adjustments to be made to assist you.

