Designation	AFC Grade	No. Staff WTE	Qualifications and /or Experience Required for Role
Head of ICT Services	8C	1	Educated to degree level or equivalent with a minimum of 5 years senior ICT Infrastructure and Operational management experience. Evidence required of additional post graduate study and associated experience in business or specialist areas of Management. Qualified in a recognised Project Management and IT Service Management methodology along with established active links with professional bodies UKCHIP, BCS, ITSM accreditation preferred.
Customer Services			
Customer Services Manager	8A	1	Educated to degree level or equivalent, ideally with a management qualification
Client Service Centre Manager	7	1	Educated to degree level or equivalent, ideally with a service management qualification (ITIL)
Senior Service Desk Analyst	6	1	Educated to degree level or equivalent experience, ideally with a service management qualification (ITIL)
Service Desk Analyst	4	2	Formal IT qualification (eg HNC/HND in Computer discipline, Microsoft Office Specialist, ECDL).
Junior Service Desk Analyst	3	2	Ideally qualified in a computing discipline and/or Knowledge of computer systems, hardware or software and procedures & European Computer Driving License (ECDL).
Switchboard Services Supervisor	3	2	ECDL required or willingness to work towards.
Switchboard Operator	2	15.15	Formal supervisory qualification required or evidence of at least 1 years supervisory experience.
Site Services Team Leader	7	1	Educated to degree level or equivalent, ideally with a service management qualification (ITIL)
Senior IT Support Engineer(Aberdeen)	6	2	Educated to Degree Level in computing discipline or equivalent experience.
IT Support Engineer(Aberdeen)	5	9	Educated to Degree Level in computing discipline or equivalent experience.
Service Planning Analyst	6	1	Educated to degree level or equivalent, ideally with a formal project management qualification
IT Procurement Officer	4	1	Theoretical and practical knowledge of Information Technology to Diploma level
Assistant IT Procurement Officer	3	1	Theoretical and practical knowledge of IT technology, ideally to certificate level. European Certificate Driving License(ECDL) would be advantageous
Technical Services			
Technical Services Manager	8B	1	Educated to degree level or equivalent, ideally with a management qualification
Senior Technical Analyst/Team Leader(Data Centre Mgt)	7	1	Educated to degree level or equivalent with a certified Microsoft Infrastructure qualification
Technical Analyst(Data Centre Mgt)	6	4	Educated to degree level or equivalent with a certified Microsoft Infrastructure qualification
Senior Technical Analyst/Team Leader(Core Domain Systems)	7	1	Educated to degree level or equivalent with a certified Microsoft Infrastructure qualification
Technical Analyst(Core Domain Systems)	6	4	Educated to degree level or equivalent with a certified Microsoft Infrastructure qualification
Technical Architect	7	1	Educated to degree level or equivalent with a certified Microsoft Infrastructure qualification
IT Planning Analyst	6	2	Educated to degree level or equivalent, ideally with a formal project management qualification
IT Security Officer	7	1	Educated to degree level or equivalent, ideally with a formal IT Security qualification (CSIMP, SSCP, or similar)

Designation	AFC Grade	No. Staff WTE	Qualifications and /or Experience Required for Role
Assistant IT Security Officer	5	1	Educated to HNC/HND level or equivalent, ideally with a formal IT Security qualification (CSIMP, SSCP, or similar
Communications			
Communications Manager	8B	1	Educated to degree level or equivalent, ideally with a management qualification
Senior Technical Analyst/Team Leader(Network Services)	7	1	Educated to degree level or equivalent with a professional technical qualification
Technical Analyst(Network Services)	6	4	Educated to Degree level (or equivalent experience) with significant experience gained working in a network related field.
Technical Assistant(Networks)	3	1	Post holder will be currently undertaking a course of study in a relevant ICT field or have experience gained within an ICT support related environment.
Senior Technical Analyst/Team Leader(Telecomms Services)	7	1	Educated to degree level or equivalent with a professional technical qualification
Technical Analyst(Telecomms)	6	3	Educated to HNC level (or equivalent experience) with significant experience gained working in a Voice/Telecoms related field
Technical Assistant(Telecomms)	4	1	Educated to HNC level or demonstrable experience in a post with similar levels of responsibility
Senior Technical Analyst/Team Leader(Video Services)	7	1	Educated to degree level or equivalent with a professional technical qualification
Technician(Video Services)	5	2	Educated to Degree level (or equivalent experience) with significant experience gained working in a network related field
Facilitators/Training			
Lead Facilitator (GMS & Prison Healthcare)	7	1	Specialist knowledge of IM&T/informatics/Healthcare acquired through degree or equivalent level of qualification or experience. Specialist professional training qualification.
eHealth Facilitator	6	3	Educated to degree level or equivalent with at least two years' experience in an IT or training & development role
Lead Facilitator (Dentistry, Pharmacy & Optometry)	7	1	Specialist knowledge of IM&T/informatics/Healthcare acquired through degree or equivalent level of qualification or experience. Specialist professional training qualification.
eHealth Facilitator	6	3	Educated to degree level or equivalent with at least two years' experience in an IT or training & development role
	Total WTE Staff	**79.15**	

Designation	AFC Grade	No. Staff WTE	Qualifications and /or Experience Required for Role
Head of Programmes Change and Benefits	Exec A	1	Educated to degree level or equivalent, preferably with a post-graduate degree or management qualification and a minimum of 5 years senior management experience in a large complex organization.
Application Support			
Applications Support Manager	8a	1	Educated to degree level or equivalent with a management and service management qualification. Extensive support background/experience.
Applications Support Team Leader	7	3	Educated to degree level or equivalent with a techincal support based qualification and/or extensive support background /experience.
System Support Analyst	6	11	Educated to degree, HNC/HND level or equivalent, ideally with a techincal support based qualification and minimum 2 years relevant experience.

Programmes / Projects			
Programme Manager	8a	1	Educated to degree level with a Prince Practicioner Qual. Extensive Project Management experience in NHS IT environment.
Project Manager	6	2	Educated to degree level with a Prince Practicioner Qual. At least 2 year expeience in IT project management role.
Project Support Manager	5	2	Educated to degree or equivelant level At least year expeience in NHS IT project support role.
Systems Development and Data Services			
Systems Development and Data Services Manager	8a	1	Educated to degree level or equivalent with postgraduate qualification in Development/Data Service. Ideally management qualification. Extensive development background/experience.
Senior Analyst specialist / Business Intelligence	7	2	Educated to degree level or equivalent with a data services qualification and/or extensive information analysis background /experience.
Senior Analyst Adv/Team Leader	7	1	Educated to degree level or equivalent with extensive software developement experience. Ideally with team leader experience.
Analyst specialist / Developer	6	5	Educated to degree level with at least 1 Year professional experience in a software development role.
Analyst specialist / BO	6	4	Educated to Degree level with experience of Business Intelligence Software, complex data analysis and interpretation and in-depth knowledge of database design
	Total WTE Staff	**34**	