**Technical Competencies – Desktop Application Integration**

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| **N.** | **Technology**  | **Years of experience** | **Competence (rating : 1=basic 5=excellent)** | **Description of professional experience.**  | **Relevant to the following professional experience entries** |
| **1** | a good command of English with proven drafting ability  |  |  |  | **1,2,3,4,5,6,7,8** |
| **2** | a working knowledge of MS Office (in particular Word, Excel and PowerPoint) |  |  |  | **1,2,3,4,5,6,7,8** |
| **3** | a good understanding of Information Technology |  |  |  | **1,2,3,4,5,6,7,8** |
| **4** | The required person will provide services related to Microsoft Windows based business applications on both client and server platforms (e.g. Windows XP, Windows 2008/2012 server, Citrix). |  |  |  | **1,2,3,4,5,6,7,8** |
| **5** | He/she will be responsible for integrating applications into the ECB's Windows environment and upgrading or enhancing existing applications as required to meet evolving business or technical requirements. |  |  |  | **1,2,3,4,5,6,7,8** |
| **6** | Integrates, tests and documents application software modules to meet agreed business specifications. |  |  |  | **1,2,3,4,5,6,7,8** |
| **7** | These tasks are of a limited technical and business complexity and focus on the use of a particular technology or tool. |  |  |  | **1,2,3,4,5,6,7,8** |
| **8** | Performs technical testing and prepares the relevant technical documentation. |  |  |  | **1,2,3,4,5,6,7,8** |
| **9** | Supports end- users during acceptance tests and operational teams during migration to the production environment. |  |  |  | **1,2,3,4,5,6,7,8** |
| **10** | Investigate, diagnose and resolve bugs and incidents in the post-golive support of operations. |  |  |  | **1,2,3,4,5,6,7,8** |
| **11** | Develop appropriate scripts and procedures for the build and packing of application components |  |  |  | **1,2,3,4,5,6,7,8** |
| **12** | Provide training to 1st and 2nd level support staff with new procedures and techniques for application maintenance |  |  |  | **1,2,3,4,5,6,7,8** |
| **13** | Proven experience of application integration within Windows environments including both client and client-server architectures. |  |  |  | **1,2,3,4,5,6,7,8** |
| **14** | Good knowledge of client/server architecture, middleware, thin-client, current PC technology, web services and software deployment technologies. |  |  |  | **1,2,3,4,5,6,7,8** |
| **15** | Good knowledge of IT operational security and ITIL service management disciplines. |  |  |  | **1,2,3,4,5,6,7,8** |
| **16** | At least 5 years’ experience of working closely with customers to develop detailed requirements for developments together with the ability to manage expectations accordingly.  |  |  |  | **1,2,3,4,5,6,7,8** |
| **17** | Knowledge of test strategies, methodologies and tools to support functional and technical testing would be an advantage. |  |  |  | **1,2,3,4,5,6,7,8** |
| **18** | Good analytical skills and a problem-solving orientation. |  |  |  | **1,2,3,4,5,6,7,8** |
| **19** | Shows commitment to the achievement of team and organisational goals |  |  |  | **1,2,3,4,5,6,7,8** |
| **20** | Manages multiple assignments and tracks progress on numerous processes simultaneously |  |  |  | **1,2,3,4,5,6,7,8** |
| **21** | Uses diplomacy and tact when dealing with colleagues |  |  |  | **1,2,3,4,5,6,7,8** |
| **22** | Uses simple/clear words to communicate ideas |  |  |  | **1,2,3,4,5,6,7,8** |
| **23** | Strong interpersonal skills, self-motivation and the ability to work in a team are very important. |  |  |  | **1,2,3,4,5,6,7,8** |