

## SINGLE CORPORATE SERVICES

### DIGITAL SERVICE

|                        |                               |   |
|------------------------|-------------------------------|---|
| <b>Job title:</b>      | Technical Services Engineer   | <b>To be completed by<br/>HR</b><br><br><i>Job Reference<br/>Number<br/>Existing Role</i> |
| <b>Reporting to:</b>   | Technical Services Supervisor |   |
| <b>Accountable to:</b> | Technical Services Manager    |   |
| <b>Pay Band:</b>       | Band 5                        |   |

As part of the Single Corporate Service, this role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

The intention for the existing primary work locations to remain unchanged as there is no desire to change base locations unnecessarily. However, as the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel from time to time. The staff mobility local agreement will apply.

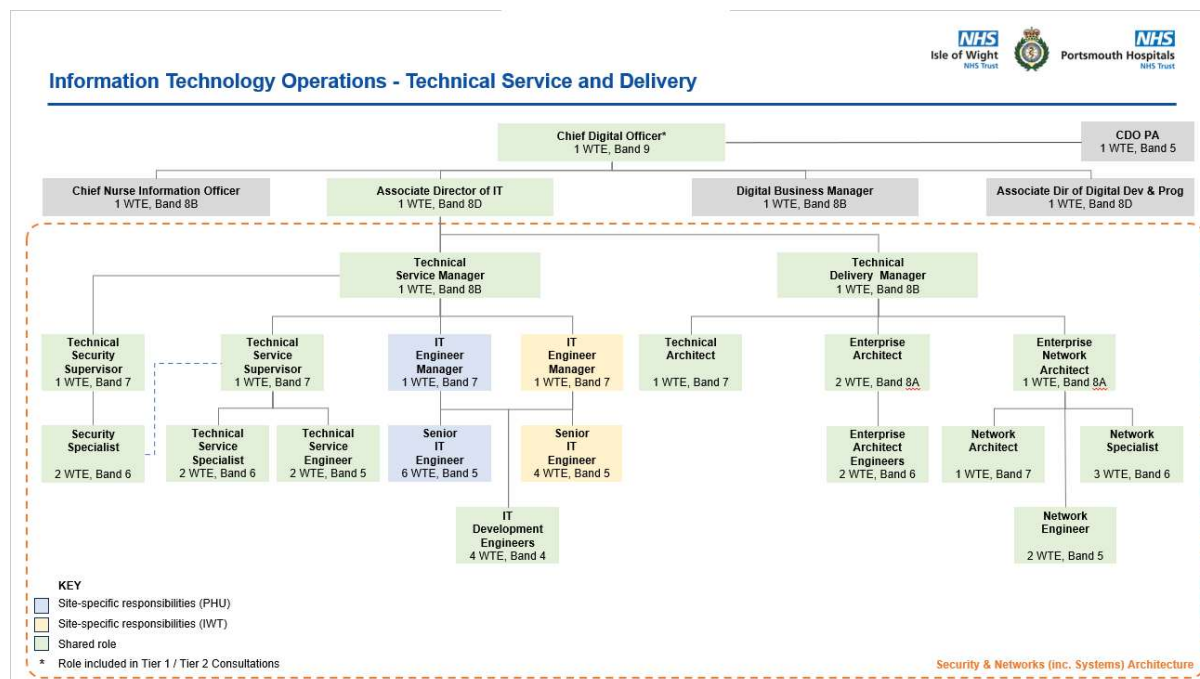
For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

#### Job purpose

Play a specialist technical role in the provision of effective, efficient and fully integrated IT operational services that maximise their availability and integrity for end-users and optimise the value gained by the Trust from its investment in IT. This will be achieved by:

- Conduct Daily technical task checks, log and escalate tickets within IT Technical Services Team as appropriate
- Act as incident management and service request triage point of contact for the Technical Services team, check tickets escalated to IT Technical Services for required detail and assign to the appropriate resource as directed
- Support and assist the IT Technical Services Specialists by undertaking routine server maintenance and housekeeping tasks when required
- Supporting the department's ITIL processes, providing professional guidance in and execution of Incident, Request Fulfilment, Change, Release, Configuration, Problem, Performance, and Availability Management
- Applying operating procedures for all systems hosted within the Trust Data Centres so they are operating at their optimum performance, availability to IT users and integrity of their data

## Organisational Chart



## Specific Core Functions

### Systems Operation

1. Conduct collection Daily Task checks and log calls and escalate findings as necessary withing IT Technical Services Team
2. Triage Unassigned escalated calls to IT Technical Services team, check they contain necessary detail and information to be progressed. Assign calls to IT Technical Services team members with guidelines provided
3. Maintain and monitor capacity information and report on threshold breaches to prevent system outages and enable capacity planning
4. Support IT Technical Service Specialist as required by undertaking routine server maintenance and housekeeping tasks.

### System Hosting

5. Working alone on IT systems and modifications to existing IT systems, or with partners, vendors or colleagues on more complex systems. Specifies user/system technical requirements, including the overall management of the system implementation and transition into both the Operational Service and Centre.
6. Executes test plans, to verify correct operation of completed system implementations.
7. Document all work using required standards, methods and tools, including internal tools where appropriate.
8. Collects performance data to monitor system efficiencies against either published service level agreements or vender best practice thresholds. Monitors both resource usage and failure rates of installed systems and provides feedback to IT Technical Services Management team.
9. Gathers performance statistics from the hosted IT Systems to enable recommendations for the tuning of System Infrastructure. Initiate system software parameters to maximize throughput and efficiencies.

### Software and Hardware Installation

10. Enables the software builds ready for loading onto the target hardware. Held within a

standard configuration arrangement, conducts a series of tests and records the details of any failures.

11. Enables test specifications as required for testers to follow, carries out fault diagnosis relating to extreme complex problems as part of installations, reporting the results of the diagnosis in a clear and concise manner.
12. Installs or removes hardware and/or software, using installation instructions and tools, follows agreed standards. Adheres to the IT Change and Release Management Process for all software and hardware changes.
13. Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
14. Contributes, as required, to the development of installation procedures and standards.

#### **Infrastructure Developments /Innovation**

15. Keep abreast of IT developments and technologies in order to effectively carry out the duties of the post and make recommendations for bringing benefits to our customers and improving service delivery.

#### **Change & Release Management**

16. Enable the production of schedules of requests for change (RFC) for managing changes to the live infrastructure.
17. Installs and tests new versions of system software.

#### **Problem Management**

18. Assist diagnosis of complex and recurring IT incidents in order to reduce the number of IT service failures and improve the IT user experience.
19. Assist support major problem reviews with the intention of identifying what went wrong, right and what can be done to improve the response in the future. Outcome of the review should also identify how to prevent the reoccurrence of the major problem.
20. Support the IT Problem Management Information database, to demonstrate the effectiveness of the process, impact of the problem resolution, outstanding known errors, workaround, and contribution to the annual service improvement programme.

#### **Incident Management**

21. Following agreed procedures, provide advice on systems, and IT services as part of the incident resolution.
22. Provide an effective interface between IT Users and service providers, including external commercial suppliers where applicable.
23. Ensures Incidents resolution are documented, external commercial supplier progress checking, and ensuring all relevant diagnosis information is provided to external commercial suppliers for error resolution and incident analysis.
24. Enables the IT Technical Services in meeting the performance management programme by influencing the delivery model for meeting KPIs for incident management.
25. information on updates and known errors to colleagues within IT Technical Services. Interprets complex technical or procedure manuals on behalf of non technical IT Users and colleagues.

## **Key Responsibilities**

### ***Communication and Working Relationships***

- The post holder will be providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding and/or providing and receiving highly complex information.

### ***Analytical and Judgement***

- Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.

### ***Planning and organising***

- The post holder organises own day-to-day work tasks or activities.

### ***Physical Skills***

- The post requires highly developed physical skills where a high degree of precision or speed and high levels of hand, eye and sensory co-ordination are essential.

### ***Patient Client Care***

- Corporate responsibility for the provision of a clinical, clinical technical or social care service(s).

### ***Policy and Service Development***

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

### ***Financial Management***

- The post holder hold corporate responsibility for the financial resources and physical assets of an organisation.

### ***Management/Leadership***

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

### ***Information Resources***

- The post holder is responsible for the design and development of major information systems to meet the specifications of others.

### ***Research and development***

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

### ***Freedom to Act***

- The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis.

### ***Physical effort***

- There is an occasional requirement to exert light physical effort for several long periods during a shift.

### ***Mental effort***

- There is a frequent requirement for concentration where the work pattern is unpredictable, or there is an occasional requirement for prolonged concentration.

### ***Emotional Effort***

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

### ***Working conditions***

- Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, or frequent requirement to use road transportation, or frequent requirement to work outdoors, or requirement to use Visual Display Unit equipment more or less continuously on most days.

## **Person Specification**

| <b>Criteria</b>       | <b>Essential</b>   | <b>Desirable</b>   | <b><i>How criteria will be assessed</i></b> |
|-----------------------|--|--|---|
| <b>Qualifications</b> | <ul style="list-style-type: none"> <li>• Degree level qualification or equivalent in computing or related field.</li> <li>• Higher National Diploma (HND) in IT</li> </ul> | <ul style="list-style-type: none"> <li>• ITIL Practitioner qualification.</li> <li>• Microsoft Certified Systems Engineer (MCSE), Certified</li> </ul> | Application /Interview                      |

|                   |  |  |                        |
|-------------------|--|--|------------------------|
|                   | <ul style="list-style-type: none"> <li>• Technical accreditation in at least one or more of the following; Microsoft Certified Technology Specialist (MCTS), Microsoft Certified IT Professional (MCITP), or Cisco Certified Network Associate (CCNA).</li> <li>• ITIL Foundation Certificate</li> <li>• Evidence of continuing professional development</li> </ul>  | Virtualisation Expert (CVE) or Citrix Certified Architect (CCA). |                        |
| <b>Experience</b> | <ul style="list-style-type: none"> <li>• Theoretical and specialist knowledge across one or more information technology platforms; Desktop Virtualisation, Data &amp; Voice Networking, Security, Mobility, Peripheral Hardware.</li> <li>• Significant experience of IT Service Management, Incident Management, Problem Management, and Change Management.</li> <li>• Significant experience in participating in technical problems to resolution, including working within a team and including external suppliers.</li> <li>• Experience in participating in project delivery of technical projects.</li> <li>• Experience in assisting with report writing, being operating procedures, options appraisals, and user guides.</li> </ul> |  | Application /Interview |
| <b>Knowledge</b>  | <ul style="list-style-type: none"> <li>• Excellent interpersonal and explanatory skills in dealing with a wide range of information technology users from skilled to IT-illiterate.</li> <li>• Excellent verbal/written communication skills, with the ability to present within a group.</li> </ul>   |  | Application /Interview |

|  |   |  |  |
|--|---|--|--|
|  | <ul style="list-style-type: none"> <li>• Good team-player, highly motivated individual to support the delivery of an efficient, effective customer-focused support service.</li> <li>• Good presentation and negotiation skills.</li> <li>• Excellent planning and time-management skills.</li> <li>• Good negotiating and relationship-building skills.</li> <li>• Able to set clear and appropriate priorities, with the ability to deal with conflicting demands, unpredictable work patterns, and multiple deadlines.</li> <li>• Good technical knowledge to understand and resolve technical problems.</li> <li>• Good knowledge of data protection and information security/governance issues.</li> <li>• Practical understanding of NHS IT Security issues.</li> </ul> |  |  |
|--|---|--|--|

#### **Compliance statement to expected organisational standards.**

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.

- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.
- Contribute to the IT Departments on-call rota and if required, maintain required skills, experience and resource levels allowing for hospital digital 24/7 services.



This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.