

SINGLE CORPORATE SERVICES

DIGITAL SERVICES

Job title:	Technical Service Specialist (OneEPR)	
Reporting to:	Technical Service Lead (OneEPR)	
Accountable to:	Head of Service Delivery	
Pay Band:	6	

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.

As this role will cover both Trusts there will be an expectation to travel to both sites. For internal applicants the existing primary location will remain unchanged. The staff mobility local agreement will Apply.

The OneEPR Programme exists to implement a single integrated electronic patient record (EPR) designed to improve patient outcomes and the experience of delivering care for out patients. The solution is the direct result of the combined vision and strategic goals of:

- 1. Isle of Wight NHS Trust (IWT)*
- 2. Portsmouth Hospitals University NHS Trust (PHU)*
- 3. Hampshire Hospitals NHS Foundation Trust (HHFT)*
- 4. University Hospital Southampton Foundation Trust (UHS)*

The Trusts will work together with their clinical and departmental experts alongside regional digital colleagues to procure and implement a joint EPR over the coming years .

The introduction of EPR will support us in transforming how we work every day, helping us to run our services with the information we need at our fingertips. It will also help us to deliver care in a different way, according to best practice, efficiently and consistently.

Our EPR will act as an enabler for a greatly improved integrated healthcare system, in which caregivers and patients have electronic access to more complete health records and are empowered to make better health decisions. The key objectives of the programme are:

- 1. Enhance patient care by empowering clinicians, providing them with the right information at the right time and in the right place*
- 2. Improved continuity of care for many of our patients who receive treatment at more than one Trust*
- 3. Provide a 'single source of truth', making sharing information across pathways much simpler*
- 4. Maximise efficient working and reduce errors when making decisions*
- 5. Allow significantly greater clinical information-sharing with our partners in primary care, community care, mental health and ambulance*
- 6. Enable integration of acute services across the four Trusts*

Job purpose

The OneEPR Technical Service Specialist will work alongside existing team members in the Technical Service Team who hold the same role. Over the course of the fixed-term contract, the postholder will focus on supporting EPR workstreams—integrating new infrastructure and solutions, while migrating and decommissioning legacy systems as directed by the Technical Service Lead (OneEPR).

As OneEPR is an evolving project with currently undefined boundaries, this role aligns with the standard Technical Service Specialist job description. To effectively collaborate with existing staff in delivering the OneEPR programme, the postholder will be expected to gain the necessary knowledge and skills to undertake tasks that emerge throughout the duration of the project.

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:

- Delivering new and modified IT systems that address IT security, performance and availability requirements;
- Supporting software and hardware installations, specifications, testing and service transition;
- Supporting the Trust in meeting business objectives by contributing to assessment of potential technology innovations and, where approved, assisting their implementation;
- 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;
- Providing specialist and professional support to the IT Operational Management team across the three primary functions within IT Operations. Primary functions being, Operations Centre, Service Operation and Infrastructure Services.

Job summary

- 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.
- Deputise for the DIGITAL Operational Management Team as necessary and assist him in other related areas as required
- Participate in a rota system for on-call services.
- Provide cross matrix support across the three operational functions within DIGITAL Operations, Operations Centre, Service Operations & Infrastructure Services.
- Other tasks as directed by the DIGITAL Operational Management Team.
- Travel between health sites will be required, Travel to conferences, seminars and supplier presentations will be required, and on occasions staying away from home would be required.

Specific Core Functions

- Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks,
- Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.

- Ensure that approved budgets are spent effectively and in accordance with agreed procedures
- Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated
- Build and sustain effective communications with other roles involved in the shared services as required
- Maintain and continuously improve specialist knowledge in an aspect of Health Service which significantly contributes to the Trust's stated objectives & aims
- Establish and maintain strategic links with a range of external partners/stakeholders or manage the links made through the team. Engage with external partners/stakeholders to gain their necessary level of contribution & commitment to the successful delivery of your work.
- Undertake proactive horizon scanning for either developments relating to Trust work or opportunities for Trust involvement around health issues
- Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.
- Dissemination of knowledge through engagement in report writing, and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.
- Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with government departments, national agencies and key stakeholders.
- Develop structures, systems, ways of working and personal values that will support the Trusts sustainable development objectives with regard to issues such as Carbon reduction and waste minimisation; and to encourage all stakeholders of the Trust to act as enthusiastic agents of change.

Key Responsibilities

Communication and Working Relationships

- The postholder is expected to present and communicate highly complex multi-stranded and sometimes contentious information about our digital services
- Preparing reports and helping to develop business cases to support future development.
- They will provide, receive and process complex, sensitive information; communicates complex Digital and corporate issues to non-digital managers; negotiates with external organisations over service issues. E.g third party suppliers, ICB.

Analytical and Judgement

- Contribute specialist expertise to the development and innovation of DIGITAL technical strategies and wider DIGITAL strategies as appropriate.
- Manage the successful implementation of visible end-user elements within approved DIGITAL development projects to meet project timescale and budgetary targets.
- Keep abreast of DIGITAL 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.

Planning and organising

- Works with colleagues and IT users to investigate DIGITAL operational requirements functions that contribute to improvements in the application of DIGITAL and the development of new or changed processes/procedures and DIGITAL Infrastructure.
- Takes part in customer meetings and assists in presenting issues and solutions both orally and in writing.
- Documents work using the required standards, methods and tools within the Trust Project Management Policy.

- Assists colleagues and customers in defining acceptance tests for new and existing DIGITAL system developments.
- Assists in defining, planning and justifying in business terms projects to develop/implement for new or existing DIGITAL systems.

ITIL Processes

- Change & Release Management
 - Enable the production of schedules of requests for change (RFC) for managing changes to the live infrastructure.
 - Ensure the provision of awareness material to customers and IT users to explain the purpose, impact and if required the risk assessment of technical changes.
 - Enable the preparation of software and hardware implementation procedures with test plans, fall back contingency plans.
 - Installs and tests new versions of system software.
- Problem Management
 - Diagnosis of complex and recurring DIGITAL incidents in order to reduce the number of IT service failures and improve the IT user experience.
 - Conduct trend analysis resulting in the identification of reoccurring faults within the IT Infrastructure, create workarounds and implement a permanent fix to the root cause.
 - 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.
 - Support the DIGITAL 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.
 - Advise and train other DIGITAL operational staff on the best available workaround for incident resolution to known errors.
- Incident Management
 - Following agreed procedures, provide advice on systems, and DIGITAL services as part of the incident resolution.
 - Provide an effective interface between IT Users and service providers, including external commercial suppliers where applicable.
 - 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.
 - Enables the DIGITAL Operations Department in meeting the performance management programme by influencing the delivery model for meeting KPIs for incident management.
 - Provides information on updates and known errors to colleagues within DIGITAL Operations. Interprets complex technical or procedure manuals on behalf of non technical IT Users and colleagues within DIGITAL Operations.
 - Provides routine training for colleagues within DIGITAL Operations in incident diagnosis, resolution, known solutions and changes in availability.
 - Monitors network management systems software and appropriate analysis equipment to collect routine network load statistics, model performance, and create reports as required.
 - Applies proactive maintenance plans for routine collection of IT System and Network information ensuring performance against agreed service level agreements.
 - Applies network management tools to investigate, diagnose and resolve network problems within service level agreement tolerance, working with IT Users and external suppliers as required.

- Carries out routine configuration/installation and reconfiguration of hardware and software.
- Ensures standard procedures and tools are used, carries out defined tasks associated with the planning, installation, upgrading of DIGITAL Systems within the Network Operations Centre.
- Using standard procedures and tools, carries out defined backup of data, verification of data and restoration of data and DIGITAL Systems.

Physical Skills

- The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for advanced keyboard use

Patient Client Care

- Assists patients/clients/relatives during incidental contacts.

Policy and Service Development

- The postholder implements Digital policies and procedures for their own professional area.
- They are closely involved in the development and implementation of policy for Information systems, security and governance.
- They monitor and enforce policies that affect the security and integrity of the Trust's computer systems and network and ensure that legislation is not breached.

Financial Management

- The postholder is expected to help specify and select systems to monitor and enforce security across the Trust's network and corporate computer systems.
- Contracts will need to be reviewed to ensure they provide best value and broadest protection, within existing budget constraints.

Management / Leadership

- The postholder will be required to assist the Section Manager in the management of Team Staff.
- The postholder will assist in the continuing training and development of staff within the team and across the trust.
- They are expected to maintain, refresh and continually develop their own skill set and knowledge.

Information Resources

- Working alone on DIGITAL systems and modifications to existing DIGITAL 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.
- Executes test plans, to verify correct operation of completed system implementations.
- Documents all work using required standards, methods and tools, including internal tools where appropriate.
- Prepares and maintains operational documentation for relevant system software within the Trust Data Centre. Advises other DIGITAL staff on the correct and effect use of system software.
- 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 DIGITAL Operations Management Team.
- Gathers performance statistics from the hosted DIGITAL Systems to enable recommendations for the tuning of System Infrastructure. Initiate system software parameters to maximize throughput and efficiencies

- 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.
- 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.
- Installs or removes hardware and/or software, using installation instructions and tools, follows agreed standards. Adheres to the DIGITAL Change and Release Management Process for all software and hardware changes.
- Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- Contributes, as required, to the development of installation procedures and standards.
- Assist IT Users in defining their needs for new access rights and privileges.
- Provides professional advice for enquires related to clinical information and personal information security.
- Assists with the departments' business contingency planning by providing support by contribution of technology subject matter expertise.

Research and development

- The postholder will be required to assist in information collection, collation and presentation for audit, survey, research and reporting purposes.
- They will be responsible for performance and acceptance testing for Digital Systems and regularly undertake testing to ensure effective operation of our disaster recovery and business continuity plans.

Freedom to Act

- The postholder is expected to work under their own initiative, but within National guidelines, local policies and standard operating procedures.
- The postholder will be expected to research and seek guidance from other staff and departments as required.
- They will be expected to interpret how policies should be implemented within the service and wider organisation using their judgement and expert knowledge to ensure the best outcome for the organisation requirements and ensuring a sustainable service

Physical effort

- There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time,

Mental effort

- There is a frequent requirement for concentration where the work pattern is unpredictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

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

Working conditions

- Requirement to use Visual Display Unit equipment more or less continuously on most days.

Person Specification

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
Qualifications	<ul style="list-style-type: none"> Degree level qualification or equivalent experience in computing or related field Technical Accreditation in one or more of the following: - Microsoft MCP/MCSA/MCSE Cisco CCNA Citrix CCA VMware VCP Evidence of continuing professional development ITIL v3 Foundation 	<ul style="list-style-type: none"> Qualification/Accreditation in at least two of the following, ideally with accreditation to support: - VMware vSphere Citrix XenApp 6.5 or above Microsoft Exchange 2010 or above Microsoft SQL Server (querying and/or administration) ITIL v3 Intermediate – Service Operation / Continual Service Improvement 	Application and Interview
Experience	<ul style="list-style-type: none"> Advanced theoretical and specialist knowledge across one or more information technology platforms; Server Virtualisation, Desktop Virtualisation, Data & Voice Networking, Messaging, Storage Area Networks, Security, Mobility, Server & Peripheral Hardware. Significant experience of IT Service Management, Incident Management, Problem Management, Change Management, Performance Management & Availability Management. Significant experience in leading technical problems to resolution, including team management and external suppliers. Significant experience in project delivery of technical projects. 		Application and Interview

	<ul style="list-style-type: none"> • Experience in assisting with report writing, being operating procedures, options appraisals, risk analysis, user guides. 		
Knowledge	<ul style="list-style-type: none"> • Excellent interpersonal and explanatory skills in dealing with a wide range of information technology users from skilled to DIGITAL-illiterate. • Excellent verbal/written communication skills, with the ability to present within a group. • Good team-player, highly motivated individual to support the delivery of an efficient, effective customer-focused support service. • Good presentation and negotiation skills to produce and present formal proposals and get proposals accepted. • Excellent planning and time-management skills. • Good negotiating and relationship-building skills to gain maximum benefit for customers from software suppliers and internal DIGITAL providers. • Able to set clear and appropriate priorities, with the ability to deal with conflicting demands, unpredictable work patterns, and multiple deadlines. • Good technical knowledge to understand and resolve technical problems. • Good knowledge of data protection and information security/governance issues. • Good knowledge of providing proactive IT 		Application and Interview

	System/Network performance		
--	----------------------------	--	--

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.

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.