

SINGLE CORPORATE SERVICES

Digital Services

Job title:	Technical Architect	
Reporting to:	Head of Technical Services	
Accountable to:	Associate Director of IT	
Pay Band:	7	

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.

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 our colleagues.

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

- 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 and 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 and 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 and 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.

Job summary

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

- Designing complex new and modified ICT systems that address ICT security, performance and availability requirements;
- Leading on software and hardware installations, specifications, testing and service transition;
- Supporting the Trust in meeting business objectives by identifying potential technology innovations, engaging with the business over how these can be exploited and, where approved, leading their implementation;
- Acting as champion for the department's ITIL processes, providing professional guidance in and execution of Incident, Change, Release, Problem, Performance, and Availability Management;
- Ensuring all systems hosted within the Trust Data Centres are operating at their optimum performance, availability to IT users and integrity of their data;
- Providing technical expertise and professional support to the Service Delivery team.

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Specific Core Functions

- 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.
- Participate in a rota system for on-call services.
- Provide cross matrix support across IT Service Delivery.
- Perform other tasks as directed by the Head of Technology.
- Always keep requirements in mind and seek out to improve, including achieving customer service performance targets

Key Responsibilities

Communication and Working Relationships

- Responsible for engagement of clinical and non-clinical stakeholders across the organisation and wider health system, managing their potentially conflicting views and priorities.
- Development of communications plans, reflecting the information needs of all stakeholders.
- Responsible for producing clear, concise highlight reports on plans, progress, risks and issues for the project board and exception reports where project tolerances are breached.
- Rapidly building strong relationships with all parties – staff, contractors, suppliers and other project stakeholders – to actively manage their contributions to project deliverables.

- Able to present clearly and persuasively (both formally and informally) to stakeholders within the trust and wider healthcare system the benefits, plans and progress of projects.
- Manage difficult situations and sensitive matters when liaising with operational staff to identify efficiencies and other matters that may lead to an operational change.
- Able to use enhanced communication skills to communicate highly complex and sometimes contentious information which may or may not require negotiation and persuasive skills.

Analytical and Judgement

- Contribute high-level specialist expertise to the development and innovation of IT technical strategies and wider digital strategies as appropriate.
- Manage the successful implementation of new or modified architecture elements within approved IT projects to meet project timescale and budgetary targets.
- 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 Trust IT users and improving service delivery.
- Works with colleagues and IT users to investigate operational requirements that contribute to improvements in the application of IT and the development of new or changed processes/procedures and 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.
- Advise colleagues and customers in defining acceptance tests for new and existing ICT system developments.
- Initiates network management systems software and appropriate analysis equipment to collect routine network load statistics, model performance, and create reports as required.
- Initiates proactive maintenance plans for routine collection of ICT System and Network information ensuring performance against agreed service level agreements.
- Initiates network management tools to investigate, diagnose and resolve network problems within service level agreement tolerance, working with IT Users and external suppliers as required.
- Initiates standard procedures and tools, carries out defined tasks associated with the planning, installation, upgrading of IT 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 IT Systems.

Planning and organising

Change and Release Management

- Produce, schedule and appropriately manage Requests for Change in line with the Trust's Change and Release Management process.
- Prepare appropriate communications to customers and IT users to explain the purpose, impact and if required the risk assessment of technical changes.
- Prepare 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 IT 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 complex faults within the ICT Infrastructure, create workarounds and implement a permanent fix to the root cause.

- Conduct major problem reviews with the intention of identifying what went wrong, right and what can be done to improve the response in the future.
- Maintain 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.
- Advise and train other staff on the best available workaround for incident resolution to known errors.

Incident Management

- Following agreed procedures, provide advice on systems, and IT services as part of incident resolution.
- Provides an effective interface between IT Users and service providers, including external commercial suppliers where applicable.
- Ensures incidents resolution are documented, external commercial supplier progress checked, and ensuring all relevant diagnosis information is provided to external commercial suppliers for error resolution and incident analysis.
- Enables the IT Service Delivery function 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 IT Service Delivery. Interprets highly complex technical or procedure manuals on behalf of non technical IT Users and colleagues.
- Provides routine training for colleagues within IT Service Delivery in incident diagnosis, resolution, known solutions and changes in availability.

Physical Skills

- Ability to concentrate on complex tasks with frequent interruptions
- Energetic and resilient
- Clear verbal and written communication
- Able to work on a daily basis with computers/ keyboard

Patient Client Care

- Assists patients/clients/relatives during incidental contacts.

Policy and Service Development

- Maintain knowledge of industry best practice relating to processes and technologies and their relevance to the Trust.
- Implement technologies in line with and to support Trust strategies and IT infrastructure development.
- Assists with the setting of policies and influences 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.
- Provides professional technology subject matter expertise advice to the department's business contingency planning and provide training and mentoring to other staff within the IT department.

Financial Management

- The postholder is expected to help specify and select systems to utilise and monitor 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.

- No budget responsibilities, but influence over products selection for ICT capital programme of c. £2.5M

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

- Working on complex IT systems and modifications to existing IT systems, with partners, vendors or colleagues.
- Specifies user/system technical requirements, including the overall management of the system implementation and transition into Service Delivery.
- Designs and completes detailed analysis of systems/infrastructure which meets security standards and are resilient in the event of disaster.
- Designs and executes test plans, to verify correct operation of completed system implementations.
- Documents all work using required standards, methods and tools.
- Prepares and maintains operational documentation for relevant system software within the Trust Data Centre. Advises other staff on the correct and effective use of system software.
- Collects performance data to monitor system efficiencies against either published service level agreements or vendor best practice thresholds. Monitors both resource usage and failure rates of installed systems and provides feedback to Operations and Support Team.
- Gathers performance statistics from the hosted systems to enable recommendations for the tuning of System Infrastructure.
- Initiates the software builds ready for loading onto the target hardware. Conducts a series of tests and records the details of any failures.
- Produces 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 IT Change and Release Management Process for all 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.

Research and development

- Undertakes complex surveys/audits relating to project benefits.
- Benchmarking with other Trusts and exploring lessons learned
- Responsible for their own learning and development including identifying and researching any areas of learning that add to the knowledge base within the programme

Freedom to Act

- Providing technical expertise and professional support to the Service Delivery team.
- 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.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable 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

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

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	• Degree level qualification or equivalent in computing or related field. • Technical accreditation in at least one or more of the following; Microsoft Certified Systems Engineer (MCSE), Cisco Certified Network Associate (CCNA), Certified Virtualisation Expert (CVE) or Citrix Certified Architect (CCA). • ITIL Foundation Certificate • Evidence of continuing professional development	• ITIL Practitioner qualification. • PRINCE2 Foundation Certificate	Application and Interview
Experience	• Advanced theoretical and specialist knowledge across two or more information technology platforms: Server Virtualisation, Desktop Virtualisation, Data and Voice Networking, Messaging, Storage Area Networks, Security,		Application and Interview

	Mobility, Server and Peripheral Hardware. • Significant experience of IT Service Management, Incident Management, Problem Management, Change Management, Performance Management and Availability Management. • Significant experience in leading highly complex technical problems to resolution, including team management and external suppliers. • Significant experience in project delivery of technical projects. • Experience in assisting with report writing, being operating procedures, options appraisals, risk analysis, user guides.		
Knowledge	• Excellent interpersonal and explanatory skills in dealing with a wide range of information technology users from skilled to ICT-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	• Excellent scripting skills	Application and Interview

	software suppliers and internal ICT 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 System/Network performance monitoring.		
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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.