

SINGLE CORPORATE SERVICES

Digital Services

Job title:	IT Development Engineer	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Site IT Engineer Manager	
Accountable to:	Technical Service Manager	
Pay Band:	Band 4	

Job purpose

To improve the effectiveness and value of health care delivery for Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust (the Trusts). This post is a member of the Group Digital Service, within the Information Technology (IT) function. Working as one service, to minimise the impact of IT services affecting service users and on patient care, support services and management by:

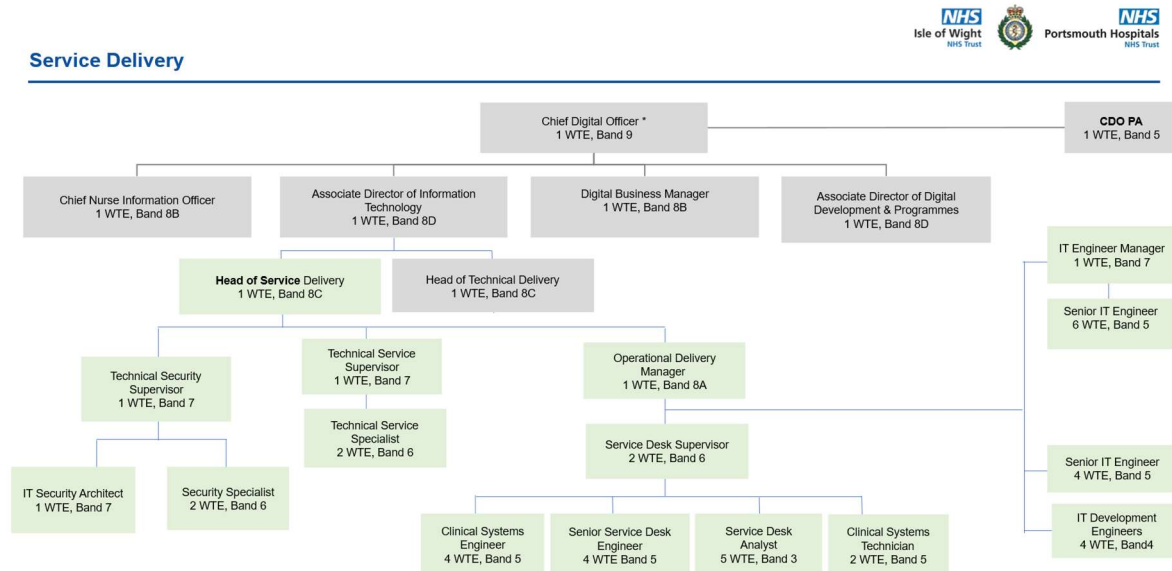
- Providing first and second-line mobile site engineering support, dealing with service desk issues and requests as required, through to resolution, ensuring the department meets Service Level Agreement targets.
- Assisting with software and hardware installations either through support or managed pieces of work.
- Enable the departments ITIL processes, providing professional guidance and execution of Incident Management and Request Fulfilment.
- Where relevant, escalating calls to third-line technical support staff or 3rd party suppliers.
- Supporting the Trust in meeting business objectives by contributing to assessment of potential technology innovations and, where approved, assisting their implementation.

Job summary

- Forming part of the IT site engineering team, supporting a wide range of IT systems and applications in use across the Trust, including specific core clinical applications.
- Log and manage all support interactions accurately, ensuring comprehensive documentation is captured for troubleshooting and resolution purposes.
- Complete IT installations relating to hardware or software following procurement processes and procedures.
- Follow SOPs and instructions to resolve identified IT issues and requests, either over the telephone, via remote support technologies or by visiting end users at various remote locations, as required.
- Provide excellent customer service, ensuring a positive and professional experience for service users seeking assistance.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities
- Adhere to Trust policies and procedures as required.
- Occasionally be required to work flexibly to meet the demands of the service.
- Participate in an out of hours technical support service, forming part initial point of contact team known as 'main on call'.

- 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 the requirements of the Data Protection Act 1998.

Organisational Chart



Specific Core Functions

The post holder will be expected to undertake the following responsibilities:

Customer Support

- Forming part of the IT Incident and Service Request processes, dealing with all types of queries, requests for service and incidents, ensuring a consistent approach is taken, and the customer receives an efficient and responsive service.
- Provide first and second-line support service, managing tickets as required, through to resolution, ensuring all necessary information is captured and recorded to facilitate resolution of reported incidents to agreed service level agreements.
- Keep up to date with new service level agreements and processes to maintain a consistent, effective, and efficient service delivery to service users.
- Provision of advice and guidance to service users on best practice for storage and electronic documents ensuring cost effective use of IT resources and equipment.
- Employ interpersonal and technical skills to diagnose IT problems and decide upon the appropriate routes to resolve them.
- Use technical skills and expertise to resolve identified IT problems over the phone and on PCs via remote PC controlled software or by visiting end users located at various remote locations.
- Managing tickets to ensure service users are kept informed of progress, through to resolution.
- Assist with team administrative tasks as required including procurement, inventory surveys and assets register updates.

Service Request Fulfilment

- Ensure IT equipment for installation is prepared and testing in accordance with IT standards and end user requirements.
- Ensure deliveries of computer equipment are correct in content and in an acceptable condition.
- Provide start up training to new users, raising awareness amongst end users of the current IT policies and procedures.
- Physically dispose of old equipment in accordance with IT environmental regulations, ensuring the central inventory database is updated accordingly.
- Document all work in accordance with the department standards, including recording details of hardware / software which has been installed, removed, or disposed of. As one of a limited number of Trust staff with IT administrator account privileges in Active Directory help to manage IT services on the Trust's data network, in line with service level agreements, as follows:
 - Setup and maintain user accounts, monitoring usage and disabling user accounts as appropriate.
 - Create and maintain user accounts for other relevant applications.
 - Where required, conduct telephone-based user training, providing advice and guidance on best practices for IT services.

Infrastructure Development

- Contribute to the implementation of specific elements within approved IT development projects to meet timescale and budgetary targets.
- Assist with operational developments, deployments, desktop hardware/ software replacement programmes.

Other Duties

- Contribute to the maintenance of effective communications, both within the IT Engineering Team, Service Desk and between it and its various service delivery partners, so that services are provided as seamlessly and effectively as possible.
- Travel between Trust sites as required.
- Maintain the security and confidentiality of data and information, escalation any risks or incidents that the post holder becomes aware of.
- Participate in an out of hours technical support service, forming part initial point of contact team known as 'main on call'. Forming part of a wider team, manage tickets through to resolution, escalating as required to other teams within the on-call service.
- Ensure compliance with the terms of support contracts and software and application licensing.

This job description does not purport to cover all aspects of the job holder's duties but is intended to be indicative of the main areas of responsibility.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, or other external contacts. The communication will include;

- (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
- (b) providing and receiving complex or sensitive information,
- (c) providing advice, instruction, or training to groups, where the subject matter is straight forward.

Analytical and Judgement

- Judgements involving facts or situations, some of which require analysis.
- Responsible for detailed data analysis to manage any data quality issues that may arise and rectifying these issues in the appropriate manner.
- Creating and maintaining detailed documentation relating to use of the systems managed and its configuration.
- Provide expertise to departments for the use of new or updated systems.
- Ensuring any data collected will meet the relevant internal and external policies
- To support in the development of new systems, ensuring that the data requirements are fully understood and supported.
- To investigate opportunities exploring solutions to support the Trust.
- To be able to analyse and interpret data for areas of interest and investigation.
- To produce data extracts and prepare them for senior leads to submit to NHS Digital in accordance with their schedules.
- Developed specialist knowledge over a range of Information systems.

Planning and organising

- Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing.
- The post holder will be expected to be able to prioritise the ever-changing workload to be able to provide excellent service to internal and external customer with day-to-day issues on the different systems and keeping customers informed on progress.

Physical Skills

- Self-motivated and capable of demonstrating initiative to solve problems and make decisions
- Logical and efficient, with good attention to detail
- Makes effective use of learning opportunities within and outside the workplace
- Good attendance record
- Standard keyboard skills / inputting, and manipulating data, into computer databases and systems.
- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

Patient Client Care

- Assists patients / clients / relatives during incidental contacts.

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 is responsible for maintaining stock control and/or security of stock,

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 will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems,

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 a frequent requirement for light physical effort for several short periods during a shift.

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

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	• Higher National Diploma in IT (HND). • Hold local training qualification such as "AET" or willing to work towards in first year.	• ITIL Foundation Certificate.	Application
Experience	• IT Literate and practical experience of Windows software, e.g. Word, Excel, etc. • Application incident and problem management skills • Understanding of NHS data standards and NHS data items. • Understanding of equality and diversity issues and how	• Knowledge of supporting clinical applications within a healthcare setting. • Experience of working within an NHS IT environment.	Application

	this affects patients, visitors and staff.		
Knowledge	• Good interpersonal and explanatory skills in dealing with a wide range of information technology users from skilled to IT illiterate. • Good verbal / written communication skills, with the ability to present to small groups. • Computer Literate and competent with Microsoft Windows and MS Office collaboration software. • Ability to set clear and appropriate priorities, with the ability to deal with conflicting demands, unpredictable work pattern, and multiple deadlines. • Excellent customer friendly telephone manner • Advanced keyboards skills • Ability to remain calm when dealing with difficult users • Practical understanding of NHS IT Security issues.		Application & Interview

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 everyday 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.