

SINGLE CORPORATE SERVICES

Digital Services

Job title:	Service Desk Analyst	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Service Desk Supervisor	
Accountable to:	Clinical Systems and Operational Delivery Manager	
Pay Band:	Band 3	

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:

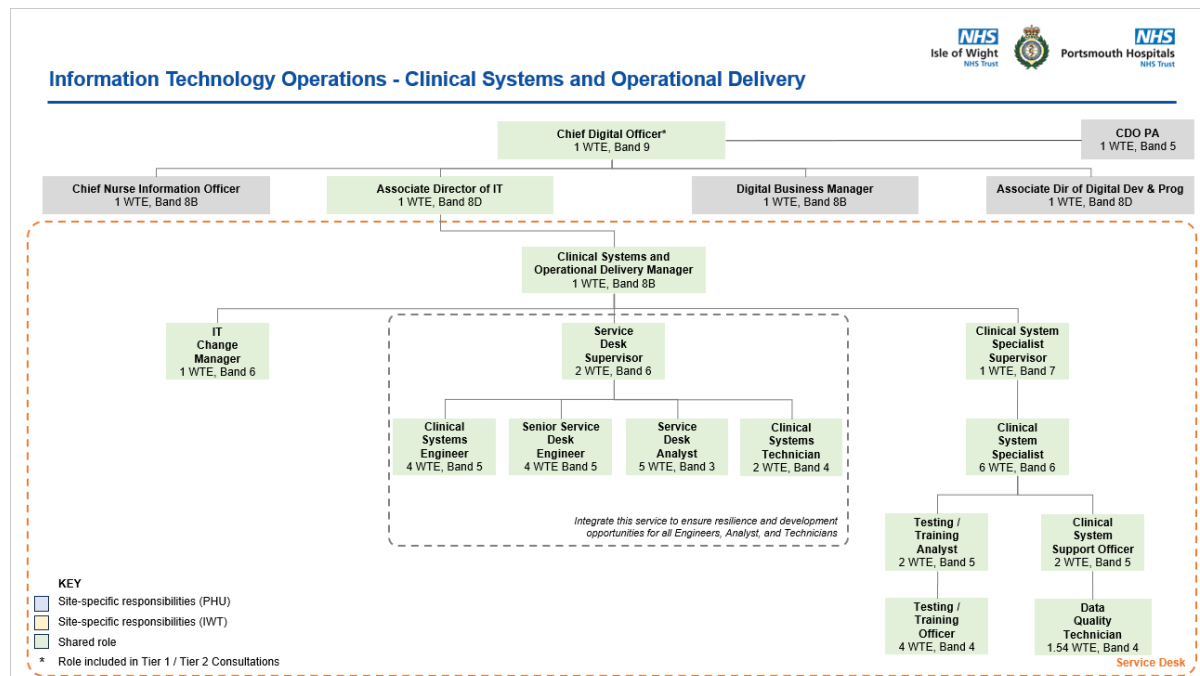
- Providing first-line single point of contact for IT service users, dealing with technical issues and requests as required through to resolution.
- Resolving maximum number of incidents, at first contact, within agreed timescales in line with service agreements.
- Where relevant, escalation calls to second-line service desk staff.

Job summary

1. Be the first point of contact for IT service users, dealing with all types of queries, requests for service and incident logging.
2. Log all support interactions accurately, ensuring comprehensive documentation is captured for troubleshooting and resolution purposes.
3. Assist with user account management tasks, including user provisioning, access permissions, and account maintenance.
4. Use technical skills and expertise to resolve identified IT issues and requests, either over the telephone or via remote support technologies.
5. Work as a team, forming part of an IT service desk, supporting a wide range of IT systems.
6. Provide excellent customer service, ensuring a positive and professional experience for service users seeking assistance.
7. Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities.
8. Adhere to Trust policies and procedures as required.
9. Occasionally be required to work flexibly to meet the demands of the service.

10. 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

1. Be the first point of contact for IT service users, dealing with all types of queries, requests for service and incident logging, ensuring a consistent approach is taken and the customer receives an efficient and responsive service.
2. Provide a first-line support service, following triage guidelines, ensuring necessary information is captured and recorded to facilitate resolution of reported incidents to agreed service level agreements.
3. Route services request, such as changes and procurements to the correct support group.
4. Keep up to date with new service level agreements and processes to maintain a consistent, effective, and efficient service delivery to service users.
5. 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.
6. Employ interpersonal and technical skills to diagnose IT problems and decide upon the appropriate routes to resolve them.
7. Use technical skills and expertise to resolve identified IT problems over the phone and on PCs via remote PC controlled software, assisting in resolved tickets at first contact where possible.

8. Where necessary, allocate specialist technical tasks to the relevant support team or third-party maintenance company. Managing tickets to ensure service users are kept informed of progress, through to resolution.
9. Carry out team administrative tasks as required including inventory surveys and assets register updates.

Service Request Fulfilment

1. Setup new user accounts as requester for software applications and other departmental clinical systems, ensuring users are identified, identification naming conventions are maintained, requesters are updated as required and all changes are logged within the Service Desk, IT Service Management ticketing system.
2. As one of a limited number of Trust staff with IT administrator account privileges, use expertise in Active Directory 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.
 - Follow procedures to maintain the active directory database.
 - Create and maintain user accounts for other relevant applications.
 - Where required split file-server-storage areas into discrete sections to meet the needs of individual requests and services.
 - Where required, copy user accounts/data when staff relocate sites or services.
 - Where required, conduct telephone-based user training, providing advice and guidance on best practices for IT services.

Other Duties

1. Contribute to the maintenance of effective communications, both within the IT Service Desk and between it and its various service delivery partners, so that services are provided as seamlessly and effectively as possible.
2. Provide cover for, and support to, other members of the IT Service Desk as required.
3. Assist the Service Desk Supervisor in other related areas as required.
4. Maintain the security and confidentiality of data and information, escalation any risks or incidents that the post holder becomes aware of.

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 to assist in undertaking own job. Communication is mainly with work colleagues.

Analytical and Judgement

- Judgements involving a range of facts or situations, which require analysis or 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 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 will be responsible for the safe use of equipment other than equipment which they personally use.

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

- 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

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications		<ul style="list-style-type: none"> Formal IT qualification (e.g. HND in IT, Microsoft Specialist) ITIL Foundation Certificate 	Application
Experience	<ul style="list-style-type: none"> Demonstrable communications and customer services skills in a workplace environment Working knowledge of Information Technology products Experience in the use of Windows operating systems and office 365 	<ul style="list-style-type: none"> Experience of either providing IT Service Desk support or first line IT support, preferably in PC applications Experience of using remote support software Active Directory knowledge 	Application
Knowledge	<ul style="list-style-type: none"> Strong customer service and communication skills Able to use own initiative to investigate and resolve problems Good interpersonal and explanatory skills in dealing with a wide range of information technology user ranging from skilled to IT illiterate Excellent customer friendly telephone manner Strong keyboards skills Ability to remain calm when dealing with difficult users 		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 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.