



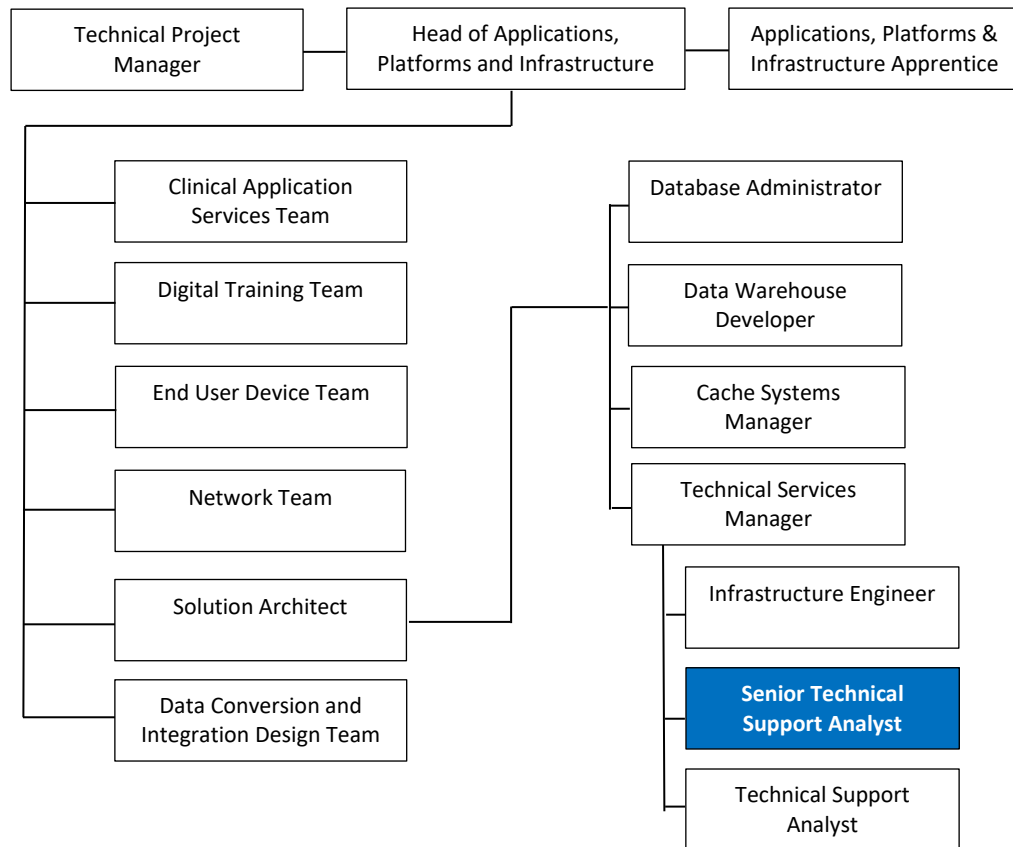
“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

JOB DETAILS	
Job Title	Senior Technical Support Analyst
Reports to	Technical Services Manager
Band	Band 6
National Job Profile used	IM&T Analyst Specialist/ Technical Engineer/Team leader
Department/Directorate	Digital Services Division

JOB PURPOSE
<p>The Digital Services Division aims to develop a culture of continual service improvement. The post holder will support managers to develop this culture.</p> <p>The purpose of the Senior Technical Support Analyst role is to provide support and project services within the Applications, Platforms and Infrastructure team to the Trust and other client organisations in terms of the clinical and business systems and supporting infrastructure systems.</p> <p>The post-holder is expected to suggest improvements to the service and infrastructure systems, to monitor and maintain those systems, and to provide leadership to junior members of the team.</p> <p>The post-holder will make a significant contribution to service development and modernisation programme of the NHS through the successful delivery of Digital Services Division’s programmes, projects, support and the re-engineering of business processes in conjunction with the service.</p>

KEY WORKING RELATIONSHIPS	
<p>Internal to the Trust</p> <ul style="list-style-type: none"> Divisional Directors Trust Service Managers Information Asset Owners Digital Services Division Finance Department Procurement Department Internal Committees and Governance meetings Trust User Base 	<p>External to the Trust</p> <ul style="list-style-type: none"> External Clients and Partners 3rd Party Service and Solution Providers NHS Digital Colleagues in other NHS and Social Care organisations

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The key result areas for the role are described in the following sections:

COMMUNICATION/RELATIONSHIP SKILLS

- Communicates complicated, difficult to explain Applications, Platforms and Infrastructure issues to non-digital staff/suppliers;
- Communicates very detailed technical information within peer groups;
- Act as an ambassador for the Trust's Digital Services Division at all times.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analyses, investigates and resolves complex Applications, Platforms and Infrastructure queries, where there are a number of options; analyses user requirements which may require configuration of software and hardware.

PLANNING/ORGANISATIONAL SKILLS

- Tasks and activities which may require adjustment due to variable workload;
- Initiates plans and modifies digital work programmes e.g. for training packages, new reporting processes, new computer systems;
- Provide technical support and advice on the whole range of systems in use by the RD&E and client organisations;
- Provide project implementation services for new systems and infrastructure;
- Manage and maintain existing systems and infrastructure;
- Maintain system documentation to a high standard;
- To provide technical lead services on a range of assigned projects;
- Contribute to the development of the data centres;
- Contribute to ongoing Trust digital strategy development, its implementation and

continuous improvement culture.

PHYSICAL SKILLS

- Ability to lift and carry IT equipment on occasional basis;
- Advanced keyboard skills.

PATIENT/CLIENT CARE

- Patient contact is incidental.

POLICY/SERVICE DEVELOPMENT

- Implements Digital Services Division policies for own area, proposes changes to digital user working practices and procedures e.g. when planning for new projects, changes in legislation, new reporting processes, new training programmes impacting across the organisation(s).

FINANCIAL/PHYSICAL RESOURCES

- Responsible for the proper and safe use of IT equipment by users; responsible for expensive IT equipment and software / installation, repair and maintenance of Applications, Platforms and Infrastructure equipment.

HUMAN RESOURCES

- Support the team and Technical Services Manager in developing a strategy of systems management;
- Take part in the on-call rota for provision of out-of-hours support for specified systems;
- To provide leadership to other members of the Technical Services team, as well as other teams within Applications, Platforms and Infrastructure.
- Participate in peer to peer review and assurance activities within own team;
- Undertake Continuous Professional Development and take part in knowledge sharing activities, learning and sharing before, during and after all activities;
- Any other duties commensurate with the band as directed by the Technical Services Manager and other senior Digital Services Division colleagues.

INFORMATION RESOURCES

- Interprets data, creates reports; designs, develops or programs and maintains computer systems; maintains user IT accounts and system rights; maintains computer hardware. e.g. cabling, servers, printers; development of digital training package / modification or creation of aspects of information systems or hardware. e.g. Changing modules within a reporting system, digital systems;
- Work closely with Line/Project/Service Management to ensure analysis outputs are valid, unambiguous, traceable and consumable through their intended lifespan;
- Adhere to information management and security policies;
- All staff have a responsibility for data quality and for ensuring all data, both written and electronic, is recorded accurately and in a timely manner;
- Support the Information Governance Manager in delivering the Data Security and Protection Toolkit (DSPT) requirements relating to Trust digital service delivery.

RESEARCH AND DEVELOPMENT

- Test or adapts IM&T systems including applications and hardware.

FREEDOM TO ACT

- Works to achieve agreed objectives and has freedom to do this in own way, working within broad professional policies; advises without reference to manager;
- Acts as a lead specialist in own area.

OTHER RESPONSIBILITIES

To take part in regular performance appraisal.

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.

To contribute to and work within a safe working environment.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

Physical lifting / manoeuvring of heavy objects will be an occasional requirement;

Ensure service conforms to appropriate national standards and escalate risks as appropriate.

There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota.

Physical lifting / manoeuvring of heavy objects will be an occasional requirement.

Ensure service conforms to appropriate national standards and escalate risks as appropriate.

APPLICABLE TO MANAGERS ONLY

N/a.

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
Fairness,
Inclusion & Collaboration
Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

POST	Senior Technical Support Analyst
BAND	Band 6

Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING</p> <ul style="list-style-type: none"> Educated to degree level standard or equivalent experience 	X	
<p>KNOWLEDGE/SKILLS</p> <ul style="list-style-type: none"> Experience of the application of information management policies, procedures and controls Excellent technical knowledge and practical experience of server virtualisation technologies Excellent technical knowledge and practical experience of SAN technologies SQL Server skills Excellent technical knowledge and practical experience of server and storage hardware and management Experience in scripting languages such as PowerShell Experienced in automating complex tasks Experience in development techniques, such as version control, and proven skills in programming languages such as HTML, JavaScript, PHP and Go Excellent technical knowledge of Microsoft technologies Excellent communication skills, both written and oral Understanding of ITIL processes Knowledge and practical experience of supporting networks Experience in supporting business systems to a high standard 	X X X X X X X X X X	 X X X X X X
<p>EXPERIENCE</p> <ul style="list-style-type: none"> Minimum of two years of experience in IT support in medium to large organisations, preferable with a multidisciplinary team 	X	
<p>PERSONAL ATTRIBUTES</p> <ul style="list-style-type: none"> Ability to deal with sensitive situations with tact and diplomacy Resourceful and able to work on own initiative with limited supervision Proven organisational skills and the ability to work under pressure Enthusiasm and commitment to learning new technical skills A logical approach to problem solving and prioritisation Ability to quickly assess severity of problems and prioritise workload to provide a responsive resolution 	X X X X X X	
<p>OTHER REQUIRMENTS</p> <ul style="list-style-type: none"> Demonstrates ambition and clear personal career planning Flexible to the requirements of the role There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota 	X X X	

<ul style="list-style-type: none"> • Requirement to travel to other sites as required 	X	
<ul style="list-style-type: none"> • Car Driver 	X	



		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y	X			
Food handling	N				
Night working	Y	X			
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y		X		
Emotional Effort	Y		X		
Working in isolation	Y	X			
Challenging behaviour	N				

COMPETENCY REQUIREMENTS

To be completed for all new positions

Please tick which of these essential learning s is applicable to this role

(NB those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

Safeguarding Children	Group 1	<input type="checkbox"/>	Blood Transfusion	BDS18 collection	<input type="checkbox"/>	Consent Training	<input type="checkbox"/>
	Group 2	<input type="checkbox"/>		BDS 19 & 20 Preparing & Administering	<input type="checkbox"/>	VTE Training	<input type="checkbox"/>
	Group 3	<input type="checkbox"/>		BDS 17 Receipting	<input type="checkbox"/>	Record management and the nhs code of practice	<input type="checkbox"/>
	Group 4	<input type="checkbox"/>		Obtaining a blood sample for transfusion	<input type="checkbox"/>	The importance of good clinical record keeping	<input type="checkbox"/>
	Group 5	<input type="checkbox"/>		Annual Update	<input type="checkbox"/>	Antimicrobial Prudent Prescribing	<input type="checkbox"/>
	Group 6	<input type="checkbox"/>				Control & Restraint Annual	<input type="checkbox"/>
Not mapped this one		<input type="checkbox"/>	Safeguarding Adults Awareness	Clinical Staff	<input type="checkbox"/>	Mental Capacity/DOL's	<input type="checkbox"/>
	Group 8	<input type="checkbox"/>		Non Clinical Staff	<input type="checkbox"/>		
Manual Handling – Two Year		<input checked="" type="checkbox"/>	Falls, slips, trips & falls	Patients	<input type="checkbox"/>		
Equality & Diversity – One-Off requirement		<input checked="" type="checkbox"/>		Staff/Others	<input type="checkbox"/>		
Fire	Annual	<input checked="" type="checkbox"/>	Investigations of incidents, complaints and claims	<input type="checkbox"/>			
	Two Yearly	<input type="checkbox"/>	Conflict Resolution – 3 yearly	<input type="checkbox"/>			
Infection Control/Hand Hygiene	Annual requirement	<input type="checkbox"/>	Waterlow	<input type="checkbox"/>			
	One-Off requirement	<input type="checkbox"/>	PUCLAS	<input type="checkbox"/>			
Information Governance		<input checked="" type="checkbox"/>	Clinical Waste Management	Application principles for clinical staff	<input type="checkbox"/>		
Harassment & Bullying (Self Declaration – One off requirement)		<input checked="" type="checkbox"/>		Application principles for housekeeping	<input type="checkbox"/>		
				Application principles for portering and waste	<input type="checkbox"/>		



