

JOB DESCRIPTION

JOB DETAILS	
Job Title	Telecoms Support
Reports to	Telecoms Manager
Band	Band 5
Department/Directorate	Digital Services

JOB PURPOSE
<p>To provide technical support to users and management on IT and Communications Systems, ensuring timely and effective resolution of problems, reports and installation requests. Work with other members of the Digital Services Division to ensure maximum performance and return for IT investments.</p> <p>This role provides front line support to the customers and is often the first personal contact that the users have with the service. It is therefore a key requisite of this post to maintain a customer focus at all times. Given the dynamic nature of NHS organisations there will be a requirement for travel to a number of sites dependent upon where the users are based and the growth of the Digital Services Division.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To provide maintenance and support of Trust-wide telephony systems, hardware and solutions currently in use within RDUH including but not limited to: <ul style="list-style-type: none"> VoIP, Digital & Analogue telephony hardware/end user devices Legacy Telecoms Systems (Digital & analogue PBX) landline/SIP and mobile maintenance and monitoring Peripheral telecoms and pager/Bleep equipment Unified comms, standard/Legacy Telecoms & Data patching Fault Finding/Troubleshooting/Triage Confidence with Krone punch down strips, Tone out, Pinging devices Patching and basic network port triage. Responsible for maintaining and administering the Mobile device estate, including new requests and upgrades. Provide training and support on trust issued telephony and mobile devices IOS & Android such as iPads and smartphones. To be responsible for the daily operation and monitoring of the Telecoms services, determining any problems and provide full operational telecoms connectivity for all customers. Provide advice on best practice and technical specifications on a comprehensive range of telecoms services to IT users. To work as a member of the Telecoms Team, in accordance with standard procedures. To attend project scoping, start-up and investigation meetings, as called for by members of the programme delivery pillar and/or as required to maintain the momentum of the project. To Assist the Telecoms manager in delivering the telecoms service and telecom projects across the Trust. To complete installation and change forms to maintain the accuracy of the Service Desk Configuration Management Database To provide cover for the Telecoms Manager when required. To Assist the Telecoms manager in analysing spend and system usage

- To order telecoms equipment and to maintain and monitor the delivery process, including repair / returns.
- To act as a point of contact for Trust's end users in the event of service interruptions.

KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis.

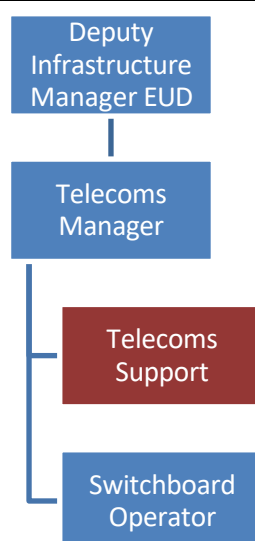
In addition, the post holder will deal with the wider healthcare community, external organisations, and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Divisional Directors • Trust Service Managers • Information Asset Owners • Digital Services Division • Trust User Base • Support desk staff 	<ul style="list-style-type: none"> • External Clients and Partners • Epic technical experts and implementation team • 3rd Party Service and Solution Providers • Colleagues in other NHS and Social Care organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

- Clearly defined occupational policies, work is managed, rather than supervised.
- Required to act independently within appropriate guidelines, with advice available when required.

COMMUNICATION/RELATIONSHIP SKILLS

- Provide and receive complex information on digital matters.
- Effectively communicates Digital Services and corporate issues to non-Digital Services managers.
- Negotiates with external organisations over service issues.
- Provide advice, instruction, and training to individuals and groups.
- Effectively conveys analytical concepts to professionals without a technical background
- Ability to engage with staff and other stakeholders.

- Work with IT staff from other NHS / Healthcare communities at similar levels where there is a common goal and provide agreement and solutions to shared issues or mandates
- Communicate device / software licensing queries with suppliers, vendors and third-parties as to assist with issues related to Trust equipment and applications

ANALYTICAL/JUDGEMENTAL SKILLS

- To advise the Telecoms Manager or Service Desk if you will be unable to meet the Service Level Agreements (SLA) targets on any assigned calls.
- Deals with facts or situations requiring analysis and interpretation, comparison of a range of options, e.g. call handling solutions, contact centre call flows and prompts, new sites and integration of the work force. .
- Have a clear understanding of how any outage, planned or otherwise, will impact the Trusts normal daily working. Have a full understanding of site BCP in the event of system or line failure providing BCP planning and advice where appropriate.
- Analyses problems relating to service issues; participates in making judgements regarding allocation of resource for Digital Services work and communicates to staff and management teams accordingly.
- Ability to evaluate, plan and document any upgrades, system changes/fixes. Organise third party contractors required to achieve desired outcomes, following Digital Services' Change Management process.

PLANNING/ORGANISATIONAL SKILLS

- To provide the technical support, and undertake the necessary work required, to implement and deliver the Digital Services delivery plan on target.
- Provide technical support to users of Telecoms Digital services. To ensure that support is provided in a responsive and customer focused manner with minimal disruption to users and maximum benefit.
- Co-ordinate work with telecoms maintenance contractors, arranging call-outs and monitoring performance against the terms of SLAs including occasional work outside of normal hours.

PATIENT/CLIENT CARE

- Patient Contact in this role is incidental.
- Will work with other Application owners / managers on systems where the provision of Telecoms services requires attention.

POLICY/SERVICE DEVELOPMENT

- To monitor the departmental / Trusts policies and procedures and propose any changes or improvements that could be made.
- This post holder will assist Telecoms management with implementing and adhering to new policies and procedures set by the Organisation, where the licensing model of the IT services provided are impacted.
- Maintain and assist in the development and implementation of telecoms and IT departmental policies and procedures in relation to the provision of Hardware / software licencing and asset control
- The role will assist and consult with senior telecoms staff to develop and assist in implementing policies and procedures that affects their own departmental environment, however will not be responsible for leading or implementing any change that impacts services Trust-wide which impacts on multiple non-IT services (Clinical or other clerical / administrative departments).

FINANCIAL/PHYSICAL RESOURCES

- To help co-ordinate and obtain spare and new parts ensuring a cost effective and responsive service in accordance with the Trust's standing financial instructions (SFIs).
- To ensure sufficient records are kept enabling accurate re-charging and to provide a complete audit trail.
- Regular ordering of mobile phones, telecom and computer equipment up to the value of £5k
- Ensure best value.

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HUMAN RESOURCES

- Demonstrate own activities to new or less experienced employees.
- To actively promote a harmonious working environment at all times.
- To provide higher level technical support to junior Digital Services Support staff.

INFORMATION RESOURCES

- Perform installations, upgrades and replacements of hardware and software as identified in investment plans in a manner designed to minimise disruption and system downtime.
- Frequently interprets statistical data, to create reports; designs, develops or programs and maintain telecom/computer systems.
- Maintains telecoms hardware / modification or creation of aspects of information systems or hardware.
- In accordance with the Information Technology Infrastructure Library guidelines (ITIL) maintain appropriate documentation for systems in relation to role.
- Liaise with Project Teams and Senior Telecoms and IT technical staff where an update or change to service impacts the licensing model of the user environment experienced.
- Ensure the repair of faulty IT systems and where necessary, to undertake maintenance on PC and peripheral hardware throughout the constituent organisations.

RESEARCH AND DEVELOPMENT

- To maintain skills to match the changes in new technology.
- Assist in the selection, evaluation, purchase, installation, and maintenance of IT products. This includes the production of technical documents for testing and acceptance specifications.
- Attain and maintain a high degree of skill in using the principal applications used within the client base.
- To commission, test, deliver and install new telecoms equipment throughout the client organisations including re-locating existing equipment and/or data where identified.

PHYSICAL SKILLS

- Advanced keyboard skills required to input and manipulate data into digital systems.
- Recover redundant equipment back to site for scrap processing.

PHYSICAL EFFORT

- There is a frequent requirement for light physical effort for several short periods during the working day.
- Working environment will involve computer rooms, ladders, under desks, plant rooms and confined spaces.

MENTAL EFFORT

- Frequent concentration required when, checking and reconciling information, calculating, and analysing data, complex plans, designing and validating technical solutions.
- Responds to unpredictable ad hoc requests for information/ reports/ opinions (some of which may be extremely important to the Trust) and there may be frequent interruptions from staff or senior colleagues.
- Ability to deliver results within tight timescales and adapt to changing NHS developments.

EMOTIONAL EFFORT

- Occasional exposure to distressing or emotional circumstances when discussing reports that may have a negative impact on others.
- May have to deal with clinical staff requiring urgent telecoms or related support.

WORKING CONDITIONS

- There is daily/regular use of VDU equipment, but with flexibility to leave the workstation as required for other operational duties as required.
- Exposure to unpleasant working conditions or hazards is rare.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

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

Contribute to and work within a safe working environment.

You are 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.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

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.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Telecoms Support
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Educated to Degree level in IT/telecoms/digital related subject, or with relevant telecoms support experience.	E	
Telecoms qualification	E	
ITIL 3 qualification or above	D	
KNOWLEDGE/SKILLS		
Excellent technical knowledge of telecommunication systems and applications. Including Unify, Mitel and Alcatel.	E	
Excellent technical knowledge IP & analogue telephones	E	
Excellent technical knowledge mobile phones and devices	E	
Organisational and prioritisation skills	E	
Excellent communication skills	E	
Knowledge of networking protocols	E	
EXPERIENCE		
Demonstrable experience supporting IP & analogue telephones systems	E	
Experience of supporting mobile devices	E	
PERSONAL ATTRIBUTES		
Positive attitude with helpful personality	E	
Logical aptitude for problem solving	E	
Resourceful and able to work on own initiative with limited supervision	E	
Excellent interpersonal and communication skills and present a professional image when representing the department	E	
OTHER REQUIREMENTS		
Demonstrates ambition and clear personal career planning	E	
Ability to travel to other locations as required	E	
Full Driving licence	E	
Own vehicle available for business use	E	

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		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)	Y		X		
Driving	Y			X	
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			X	
Mental Effort	Y			X	
Emotional Effort	Y		X		
Working in isolation	Y	X			
Challenging behaviour	Y	X			