

“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	Service Desk Operator Level 2
Reports to	Service Desk Manager
Band	4
National Job Profile used	IM&T Analyst/ Technician
Department/Directorate	Digital Services Division

JOB PURPOSE

The Digital Services Division aims to develop a culture of continual service improvement. The post holder will support managers to develop this culture.

The post holder will form part of the Service Desk Team to provide Level 2 support to clients on all matters relating to IT provision. Whilst the primary role will be to use remote access software to resolve client issues and fulfil service requests, there will also be an occasional requirement to cover the IT Service Desk. The post also includes supporting a drop-in service for laptops and joining an on-call rota to provide out-of-hours cover for specific systems.

This role provides front line support to clients, and is often the first personal contact that clients have with the IT service. It is therefore a key requisite of this post to maintain a client focus at all times. Due to the dynamic nature of NHS organisations, on occasion it may be required for the post holder to visit a client on other sites.

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.

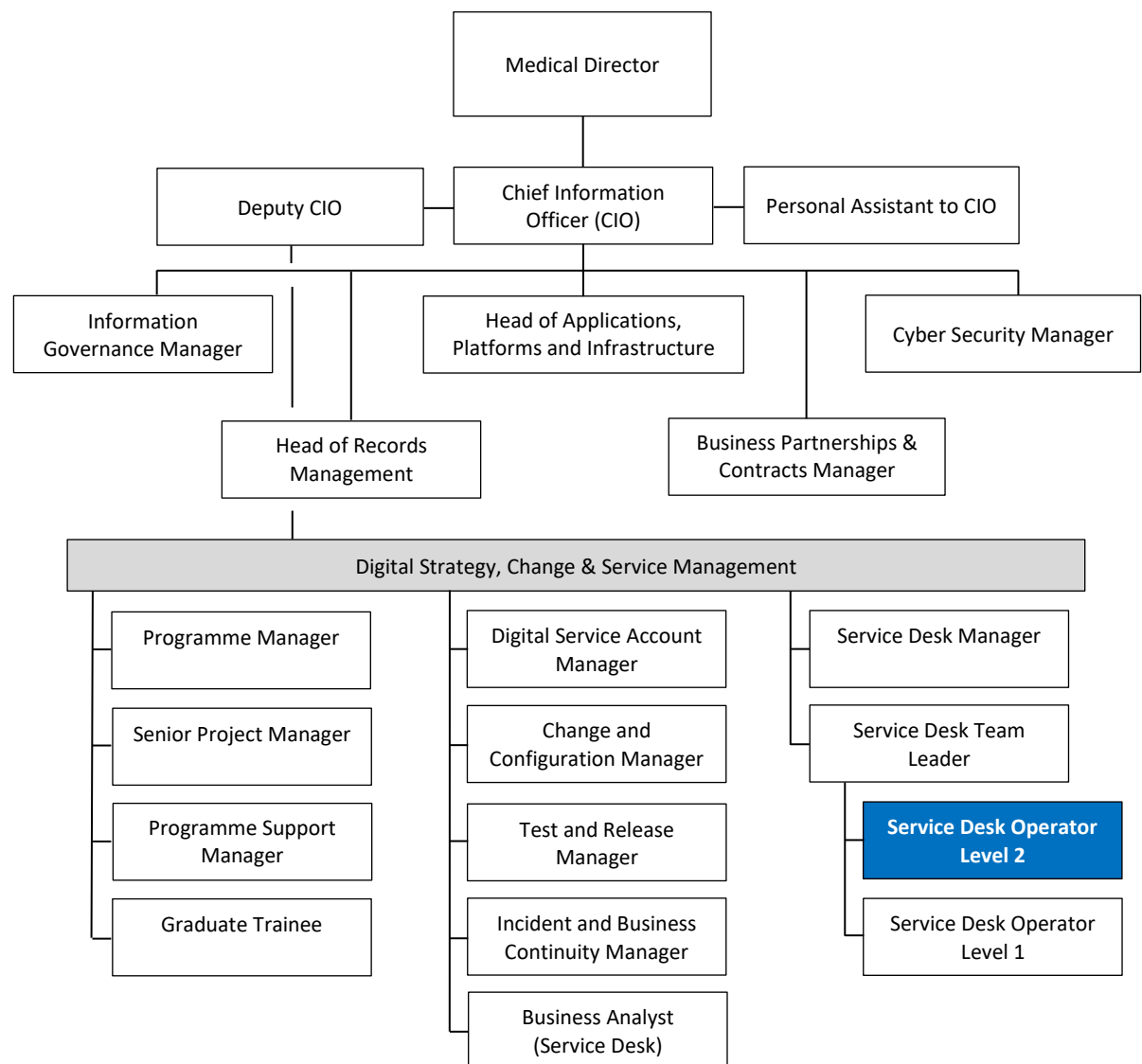
KEY WORKING RELATIONSHIPS**Internal to the Trust**

Trust Service Managers
Information Asset Owners
Digital Services Division
Internal Committees and Governance meetings
Trust User Base

External to the Trust

External Clients and Partners
Epic technical experts and implementation team
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

To provide a client focused service through Operational Level Agreements (OLAs) and Service Level Agreements (SLAs) across a number of organisations in the South West. The post holder will form part a professional team of digital services delivery staff whose role is to provide a client focused and responsive IT Service Desk function, which complies and meets the national and local strategies.

COMMUNICATION/RELATIONSHIP SKILLS

- Work closely with the Digital Services Division team, providing regular updates as required;
- To liaise with the client to agree a convenient time to attend calls;
- To keep the client fully apprised with progress on outstanding calls on a regular basis.

ANALYTICAL/JUDGEMENTAL SKILLS

- Provide assistance and advice to clients where possible without referral, and be able to accurately identify when referral is required;
- Seek guidance from the Team Leader when the matter requires senior authority to progress.

PLANNING/ORGANISATIONAL SKILLS
<ul style="list-style-type: none"> Utilise any existing remote management or monitoring software to expedite remedial work, providing responsive, client focused support with minimal disruption and maximum benefit; Perform software installations and upgrades as identified in IT investment plans in a manner designed to minimise disruption and system downtime.
PHYSICAL SKILLS
<ul style="list-style-type: none"> May be required to move IT equipment from time to time.
PATIENT/CLIENT CARE
<ul style="list-style-type: none"> Patient contact is incidental, but required to support patient access to networks and internet as part of the wider service.
POLICY/SERVICE DEVELOPMENT
<ul style="list-style-type: none"> To monitor the departmental/Trusts policies and procedures, and advise of any possible changes or improvements that could be made.
FINANCIAL/PHYSICAL RESOURCES
<ul style="list-style-type: none"> Requirement to interact with Trust applications, platforms and infrastructure.
HUMAN RESOURCES
<ul style="list-style-type: none"> Ensure timely completion and up to date maintenance of essential training.
INFORMATION RESOURCES
<ul style="list-style-type: none"> Maintain and develop the IT support Service Desk function, providing regular reports to the Management Team; Contribute to the development and maintenance of IT records including hardware/software inventories, diagrams and procedures; To ensure Service Desk software is always kept up to date with a true and accurate record of work carried out.
RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> To maintain skills in order to match the changes in new technology; Attain and maintain a high degree of skill in using the principle applications used within the client base.
FREEDOM TO ACT
<ul style="list-style-type: none"> The post holder may be located away from other Digital Services Division teams and management and operates independently on all day to day operational issues; They operate in line with Trust policies, escalating as required.
OTHER RESPONSIBILITIES
<p>To take part in regular performance appraisal.</p> <p>To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.</p> <p>To contribute to and work within a safe working environment.</p> <p>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.</p> <p>As an employee of the Trust, it is a contractual duty that you abide by any relevant code of</p>

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.

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

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	Service Desk Operator Level 2
BAND	4

Requirements	Essential	Desirable
QUALIFICATIONS/SPECIAL TRAINING <ul style="list-style-type: none"> Educated to A Level or equivalent experience Computing qualification ITIL Foundation 	X X	X
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Good technical knowledge and experience of Microsoft operating systems and applications Good technical knowledge and experience of desktop PC and peripheral hardware Knowledge of networking protocols Organisational and prioritisation skills Excellent communication skills 	X X X X	X
EXPERIENCE <ul style="list-style-type: none"> Demonstrable experience supporting desktop PCs and laptops Demonstrable experience of prioritising workload and working to tight deadlines 	X X	
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> Excellent interpersonal and communication skills and present a professional image when representing the Service Positive attitude with helpful "Front Desk" personality Logical aptitude for problem solving Resourceful and able to work on own initiative with limited supervision 	X X X X	
OTHER REQUIRMENTS <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 rota Requirement to travel to other sites as required Good team player 	X X X X 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	N				
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"/>		

