JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Technical Support Analyst
Reports to	Technical Services Manager
Band	Band 6 – subject to consistency checking
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 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. 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. 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 RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Installation and management of the various infrastructure and platform elements which provide the foundations of the Trust solutions. Including, but not limited to, application deployment platforms, web servers, database servers, data warehouse environment, backup system, storage, virtualisation platform, print server management and end user computing;
- Proactive monitoring and management of the warranted environment in order to ensure high availability to the required standard (99.99%);
- Delivery of suitable reporting mechanisms, such that the organisation can be assured of the system meeting the agreed high availability and performance requirements;
- Manage that reporting and monitoring actively in order to analyse root causes for problems and to implement plans to remediate them;
- Implementation of warranted environment upgrades to an agreed standard;
- Managing the migration and troubleshooting of application builds across Trust environments;
- Implementation of software/hardware upgrades and updates to production and non-production environments using prescribed tools (Data Courier) and Standard Operating Procedures (SOPs) as required;
- Analyse where tasks can be automated or scripted in order to ensure consistency and efficiency, and to implement that automation;
- Provision of ongoing BAU support for the system both in-hours and out-of-hours as part of the on-call team;
- Document and maintain processes, procedures, and architectural documentation related to the solution actively;
- Work with the infrastructure teams in order to promote understanding of the core systems and supporting infrastructure, and to ensure that the BAU teams are able to take on a supporting role in the ongoing management of the solution;
- Maintain and test processes related to disaster recovery and business continuity;
- Attend best practice seminars, user groups and meetings on relevant topics;
- Be a subject matter expert on assigned technologies;
- Ensure compliance with the Trust Governance Procedures, Policies and Standards for data loads and interfaces;
- Act as an ambassador for the Trust's Digital Services Division at all times;

- Undertake additional, specific project work in support of the Digital Services Division under the direction of the CIO/Deputy CIO, Technical Services Manager, and/or Technical Design Lead.
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KEY WORKING RELATIONSHIPS

Areas of Responsibility:

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
- Divisional Directors - Trust Service Managers - Information Asset Owners - Digital Services Division - Finance Department - Procurement Department - Internal Committees and Governance - Trust User Base	- External Clients and Partners 3rd Party Service and Solution Providers - NHS Digital - Colleagues in other NHS and Social Care organisations

ORGANISATIONAL CHART
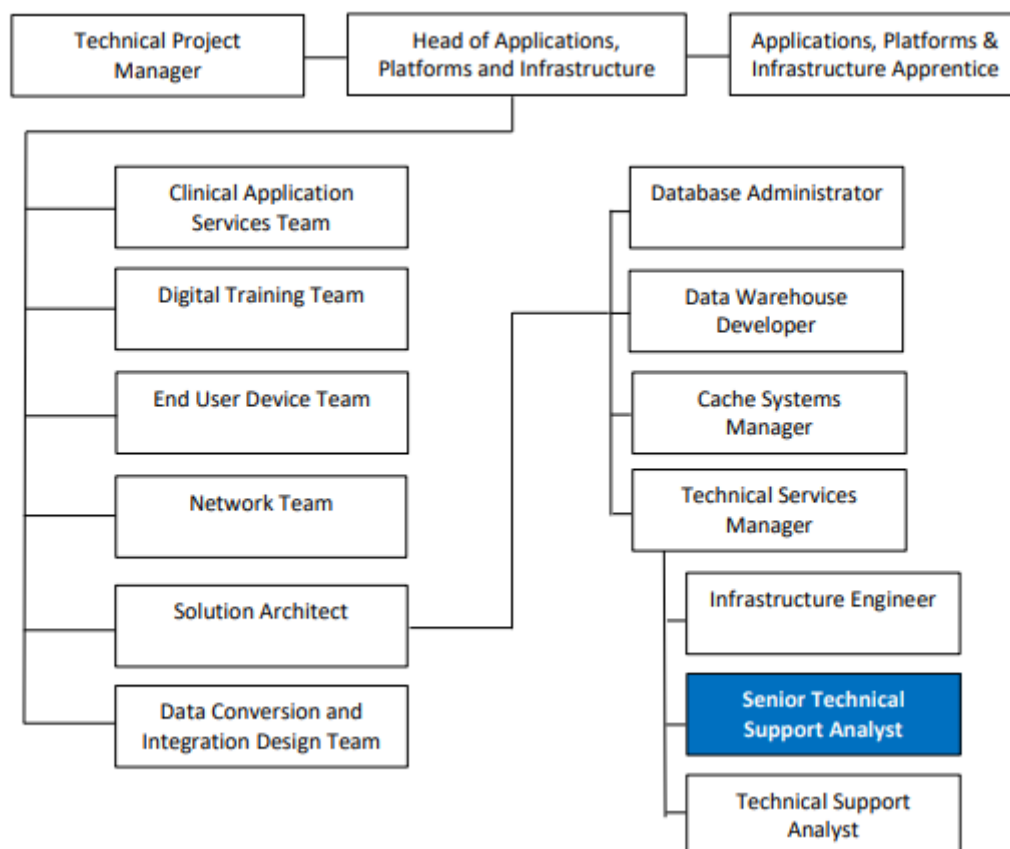
FREEDOM TO ACT

- 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.

COMMUNICATION/RELATIONSHIP SKILLS

- Communicate and receive complex information to explain Applications, Platforms and Infrastructure issues to non-digital staff/suppliers;
- Negotiate and persuade 3rd parties and solution providers to ensure the best result for the Trust and Digital Services;
- Present highly complex and very detailed technical information within peer groups;
- Act as an ambassador for the Trust's Digital Services Division at all times.

ANALYTICAL/JUDGEMENTAL SKILLS

- Required to resolve complex, 3rd line technical issues, where other teams have provided the triage details that may require scrutiny.
- Required to identify or analyse highly complex technical situations and problems, where they are the subject matter expert and their judgement will be used to devise solutions, weight up and document the potential risks and implications of the resolution.

PLANNING/ORGANISATIONAL SKILLS

- 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 Trust 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.

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);
- Contribute to the development of the data centres;
- Contribute to ongoing Trust digital strategy development, its implementation and Clinical Application Services Team Digital Training Team End User Device Team Network Team Solution Architect Data Conversion and Integration Design Team Senior Technical Support Analyst Head of Applications, Platforms and Infrastructure Services Technical Project Manager Applications, Platforms & Infrastructure Apprentice Database Administrator Data Warehouse Developer Technical Services Manager Infrastructure Engineer Technical Support Analyst Cache Systems Manager continuous improvement culture;
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FINANCIAL/PHYSICAL RESOURCES

- Responsible for the safe use of highly complex equipment, including the installation, maintenance and repair of expensive physical assets;
- Obtain quotations for assets or services from 3rd party suppliers to support the delivery of service or projects;
- Contribute to the development of the IT infrastructure that will form part of the yearly capital budget bid for the infrastructure team.

HUMAN RESOURCES

- Support new employee integration into the team;
- Development review of own work suggesting areas for learning and development in the coming year;

- 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 and training to other members of the Technical Services team, as well as other teams within Applications, Platforms and Infrastructure;
- Supervise junior infrastructure support staff in relation to the maintenance and day to day workload associated with the delivery of a complex support service.
- 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.

PHYSICAL SKILLS
- Advanced keyboard skills;
- Developed physical skills using specialised tools when working on IM&T systems.

PHYSICAL EFFORT
- Office based post with a frequent requirement to sit in a restricted position at display screen equipment. Occasional requirement for moderate physical effort, in the movement and installation of IT equipment such as servers and associated equipment, using mechanical aids as required.

MENTAL EFFORT
- Tasks and activities which may require adjustment due to variable workload;
- Frequent requirement for concentration for activities such as maintaining complex systems, and occasional prolonged concentration for creating and checking complex documents and analysing statistics;
- Unpredictable work pattern with frequent interruptions.

EMOTIONAL EFFORT
- Limited exposure to distressing or emotional circumstances;
- Frequent respond to concerns and questions from a wide range of people, who may be anxious or distressed relating to IT problems, incidents or changes.

WORKING CONDITIONS
- Uses display screen equipment for substantial proportion of the days. May be required to visit other Trust sites.

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	Senior Technical Support Analyst

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• Educated to postgraduate diploma level qualification or equivalent experience.	X	
KNOWLEDGE/SKILLS		
• Experience of the application of information management policies, procedures and controls	X	
• Excellent technical knowledge and practical experience of server virtualisation technologies	X	
• Experience of the application of information management policies, procedures and controls	X	
• Excellent technical knowledge and practical experience of SAN technologies		X
• SQL Server skills		X
• Excellent technical knowledge and practical experience of server and storage hardware and management	X	
• Experience in scripting languages such as PowerShell		X
• Experienced in automating complex tasks		X
• Experience in development techniques, such as version control, and proven skills in programming languages such as HTML, JavaScript, PHP and Go		X
• Excellent technical knowledge of Microsoft technologies	X	
• Excellent communication skills, both written and oral	X	
• Understanding of ITIL processes		X
• Knowledge and practical experience of supporting networks		X
• Experience in supporting business systems to a high standard	X	
EXPERIENCE		
• Proven experience in IT support in medium to large organisations, preferable with a multidisciplinary team	X	
PERSONAL ATTRIBUTES		

• Ability to deal with sensitive situations with tact and diplomacy	X	
• Resourceful and able to work on own initiative with limited supervision	X	
• Proven organisational skills and the ability to work under pressure	X	
• Enthusiasm and commitment to learning new technical skills	X	
• A logical approach to problem solving and prioritisation	X	
• Ability to quickly assess severity of problems and prioritise workload to provide a responsive resolution	X	
OTHER REQUIREMENTS • Demonstrates ambition and clear personal career planning	X	
• Flexible to the requirements of the role	X	
• 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	
• Requirement to travel to other sites as required	X	
• Car Driver		X

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	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				