

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Technical Support Analyst
Band:	7
Reports to:	Technical Services Manager
Accountable to:	Digital Transformation Programme Manager
Department / Directorate:	My Care Programme

The Trust is embarking on the biggest programme of clinical pathway transformation it has ever undertaken. This exciting and challenging programme aims to fundamentally change how we deliver health and care in Devon in a way that is both clinically and financially sustainable. In implementing the 'My Care' programme, we will be guided by ensuring we do the right thing for our patients and carers, people and communities as well as creating a working environment which better enables our staff to deliver the best care they can every day. The key to unlocking this major programme of change is the engagement and involvement of service users and staff in delivering the changes needed. This work will be supported through the introduction of a comprehensive Electronic Patient Record (EPR) system. We are working in partnership with our preferred EPR supplier, Epic, to deliver this transformational programme of work and will have the active engagement of our STP partners across Devon.

2. JOB PURPOSE

Epic is a powerful system that relies on a solid hardware and infrastructure foundation and the technical team will ensure that system is designed and maintained for high levels of availability and performance. The Technical Support Analyst will report to the Technical Lead and be responsible for the implementation and administration of the underlying infrastructure and platforms that provide the foundation for Epic.

The timely delivery and effective management of the infrastructure is key to ensuring that Epic goes live on time and with minimal impact to the organisation and patients. The Epic EPR will be core business system for the Trust and this role is critical to its success. Any delays in the delivery of the warranted environment for Epic would adversely affect the My Care Programme Delivery so delivering to tight timescales will be an essential requirement.

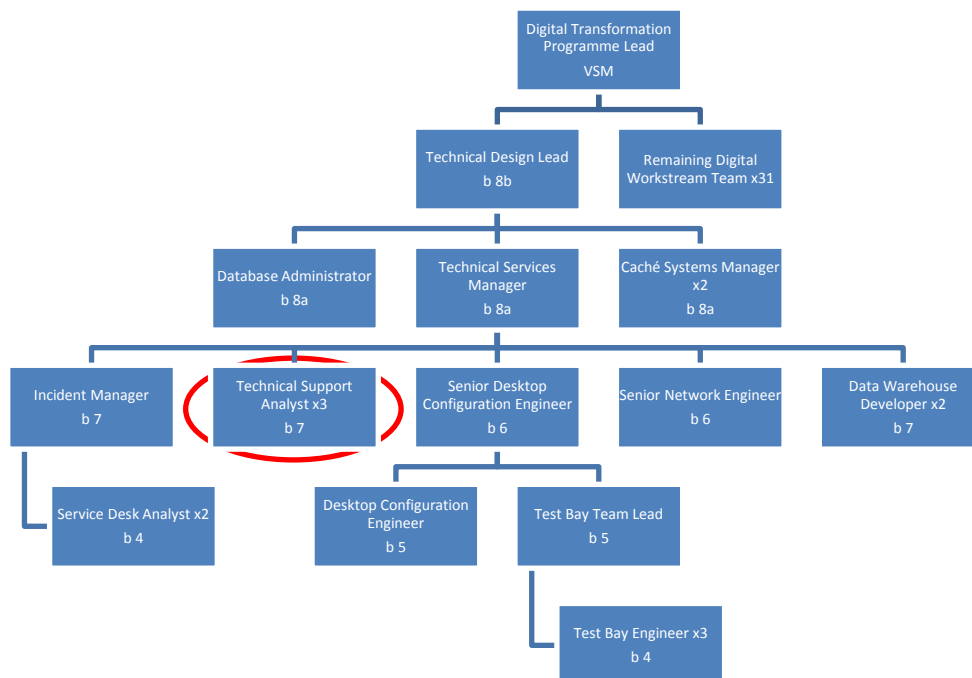
The post holder will be part of a dedicated team responsible for the implementation and management of all of the underlying infrastructure and platforms which include the application delivery platform, web servers, printing infrastructure, virtualisation, and storage. Close communication with the entirety of the infrastructure and BAU teams will be critical to ensuring that the environments and subsystems are appropriately supported and managed.

The post holder will be required to be proactive in terms of responding to issues, engaging in capacity planning exercises, collaborating across the technical teams as well as with Epic, automating processes where possible, and participating in DR and business continuity tests.

3. KEY WORKING RELATIONSHIPS

Internal to the Trust	External to the Trust
My Care Programme Board My Care Programme Implementation Team My Care IM&T Programme Managers Procurement IM&T Leads and their staff Estates Department Internal Audit	Epic technical experts and implementation team Other suppliers of goods or services to the My Care delivery team NHS Digital Colleagues in other NHS and Social Care organisations

4. ORGANISATION CHART



5. Dimensions

Responsibility for implementation and management of elements of the infrastructure and services which deliver and maintain the Epic warranted environment.

Budget: N/A

Responsible for management of: N/A

6. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Installation and management of the various infrastructure and platform elements which provide the foundation of the Epic solution. 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 Epic environments;
- Implementation of Epic upgrades and updates to production and non-production environments using prescribed tools (Data Courier) and SOPs. Epic upgrades occur on an 8 week cycle;
- 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 Epic system 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 Epic seminars, user groups and meetings on relevant topics;
- Be an Epic EPR 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 My Care Programme at all times;
- Undertake additional, specific project work in support of the My Care programme under the direction of the CIO/Digital Transformation Programme Lead and/or Technical Design Lead.

Communications

- Establish effective relationships and communications between the DCI team, Technical Design Team, Application Design and Delivery Team and the IM&T BAU teams ensuring that all parties are aware of relevant processes and procedures;
- Ensure effective communication throughout the implementation, and beyond, with the BAU teams in order to ensure a successful go-live and effective support thereafter;
- Comply with defined change management procedures to ensure that all stakeholders are aware of actions that will affect their use of Epic;
- Translate technical aspects into understandable concepts and language effectively, for other members of the Programme teams where there may be barrier to understanding due to the technical and complex nature of the information;
- Ability to negotiate complex priorities with colleagues and other members of the Programme team.

Analysis and Judgement

- Ability to create, understand, and follow processes to ensure successful execution of critical maintenance procedures;
- Analysis of highly complex technical performance metrics in order to be able to trouble shoot, optimise and resolve system issues;
- A logical approach to problem solving is essential, along with the ability to work under pressure.

Planning

- Ensure that processes, SOPs and architectural documentation for assigned technologies are in place prior to go-live;
- Plan and deliver handover sessions for the BAU teams, adjusting plans as necessary, in order to promote understanding of the solution and provide for effective support following the implementation;
- Engage in complex capacity planning exercises with internal teams at all levels, as well as Epic, in order to ensure availability and performance SLAs are not compromised by planned changes.

Physical Skills

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

Mental Effort

- The post will require prolonged concentration for long periods of time while designing and planning, writing documentation and processes, or writing complex build and recovery plans;
- The post will require the ability to maintain high levels of concentration, whilst being interrupted, to resolve both technical questions and system problems.

Patient contact is incidental**Policy and service changes**

- Support the Technical Lead in developing and communicating the Epic environment strategy, this will involve the specification of servers and operating systems;
- Work with the Technical Lead to develop and maintain policies, SOPs and procedures for the specified environments;
- Review project plans to ensure they are fit for purpose and propose any changes to these to ensure that the My Care Programme can deliver all aspects of the warranted environment to the agreed timescales.

Financial Responsibility

- Responsible for the secure and safe operation of assigned infrastructures in the Epic warranted environment such as: web servers, database servers, data warehouse environment, print servers.

Management responsibility

- Provide infrastructure support and guidance to members of the BAU team and provide technical guidance to less experienced personnel. Serve as a point of contact for resolution of complex application problems;
- Define work packages and allocate tasks to members of the team.

Information

- Design assigned elements of infrastructure to meet the Epic warranted environment, such as application deployment platforms, web servers, database servers, data warehouse environment, backup system, storage, virtualisation platform, print server management and end user computing;
- Review and adapt assigned elements of the infrastructure to ensure optimum performance of the Epic EPR product set;
- Analysis of performance monitoring data to influence service improvements;

- Data input will be minimal, but running queries against other databases/systems for extracts will be required;
- Ensure all Epic warranted environment is consistent with BAU asset and maintenance contracts registers;
- 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 IG Toolkit requirements relating to IT Infrastructure.

Research & Audit

- Test and optimise key elements of assigned technical infrastructure regularly, including disaster recovery and business continuity processes;
- Technical research will be required on an ad hoc basis;
- Epic technical competence will be required to be maintained through on-going attendance at conferences, courses and the use of eLearning;
- Carry out regular risk assessments of the solution in order to recommend actions to ensure that delivery of the Epic system is not compromised;
- Regular audits of Server and database licensing will be required to ensure compliance with legislation and regulations.

Freedom to Act

- The post holder will deliver an agreed infrastructure framework, using highly specialised technical skills and knowledge to meet the requirement;
- The post holder will use specialised knowledge provide advice and guidance to other staff in the technical team;
- Be an Epic EPR subject matter expert in assigned technologies.

Other:

- There may be a requirement to work occasional evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota at go-live and during the subsequent optimisation phase;
- Physical lifting / manoeuvring of heavy objects will be an occasional requirement;
- Ensure service conforms to appropriate national standards and escalate risks as appropriate.

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;
- 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.

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 will consider flexible working arrangements.

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, please contact our Specialist Stop Smoking Advisor on 01392 406133.

PERSON SPECIFICATION

POST: Technical Support Analyst

BAND: 7

REQUIREMENTS	At Recruitment	1 st PDR or (award of) increment
QUALIFICATIONS/SPECIAL TRAINING : <ul style="list-style-type: none"> Degree in a relevant subject or extensive equivalent experience Professional qualification at masters level or equivalent experience Epic Certification in assigned GI and GM modules* <p>*NB Epic certification must be achieved within 6 months of start date. Training may be undertaken in the USA and therefore the ability to travel to this destination is essential.</p>	<p>E E D</p>	<p>E E E</p>
KNOWLEDGE/SKILLS: <ul style="list-style-type: none"> Excellent technical knowledge and practical experience of server virtualisation (VMware) technologies. Excellent technical knowledge and practical experience of SAN technologies. Strong Windows server skills in 2008 R2, 2012 R2 and 2016. Excellent scripting knowledge with a particular focus on the creation of reusable scripts for automating routine tasks. Knowledge of SQL Server administration in a critical operational environment Strong VDI (VMware Horizon) skills Experience of managing Active Directory and Data Centre environments in a critical environment. Knowledge of managing MS SCCM for application delivery Understanding of ITIL processes. Excellent communication skills, particularly in terms of documentation and communicating highly complex technical information to infrastructure teams for support purposes. Knowledge of NHS Information Standards and their application in technical infrastructure Ability to analyse & interpret complex information Excellent communication skills Advanced IT skills (MS Office applications) 	<p>E E E E D D E D E E D E E E</p>	<p>E E E E E E E E E E E E</p>
EXPERIENCE: <ul style="list-style-type: none"> Significant experience of managing high availability, mission critical systems Experience in designing, implementing and managing resilient and scalable critical systems Experience of managing change in a technical environment and its impact upon end users in a critical, high availability environment Experience of the IT security and other relevant areas of NHS Information Governance and the IG Toolkit requirements Experience of communicating knowledge of complex systems and information to technical teams for ongoing support purposes. 	<p>E E E E E</p>	<p>E E E E E</p>
PERSONAL REQUIREMENTS: <ul style="list-style-type: none"> Highly effective interpersonal, communication and people management skills when dealing with highly complex information Innovative, able to problem solve and make decisions Self-motivated and able to work on own initiative and take responsibility for decisions Team player Pragmatic Logical approach to problem solving 	<p>E E E E E E</p>	<p>E E E E E E</p>

<ul style="list-style-type: none"> • Able to work under pressure with competing priorities • Personal credibility, with ability to quickly gain the confidence of others. • Honesty, openness and integrity 	E E E	E E E
OTHER REQUIREMENTS: <ul style="list-style-type: none"> • Hold a drivers' licence • Access to a car for work purposes • Willingness to travel to all Trust sites and localities 	E E E	E E E

*** Essential/Desirable**

Hazards within the role, used by Occupational Health for risk assessment					
Laboratory Specimens		Clinical contact with		Performing Exposure	
Proteinacious Dusts		patients		Prone Invasive Procedures	
Blood/Body Fluids		Dusty Environment		VDU Use	X
Radiation		Challenging Behaviour	X	Manual Handling	
Solvents		Driving	X	Noise	
Respiratory Sensitisers		Food Handling		Working in Isolation	

Job Matched: 26/10/2017 (Matched)

Consistency Checked: 08/11/2017 (Confirmed)