

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Technology Specialist - Server Support |
| **Reports to** | Digital Infrastructure Manager |
| **Band** | AfC 6 (Subject to formal matching) |
| **Department/Directorate** | Digital Services (North) |

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| **JOB PURPOSE** |
| To provide a senior specialist resource within the Technology Infrastructure service with responsibility for providing operational support and maintenance of 3rd line Infrastructure services, with a focus on the Trusts Microsoft Server environments and services. The role will work closely with other Infrastructure specialists and Technology support teams in the delivery, troubleshooting and supporting of associated Infrastructure services and projects. The role will report to the Digital Infrastructure Manager.  The post holder will work closely with the Trusts Infrastructure Manager, other technical teams and hold responsibility to ensure day to duties are completed and will be expected to manage a number of initiatives on behalf of the line manager and be responsible for elements of project delivery.  TheTechnology Specialist will be based within theDigital Infrastructure service, however may occasionally be required to visit other Trust sites to support infrastructure deployed across our estate, or to attend meetings as required.  The post holder will be required to plan and complete technical tasks, develop complex analytical tools and work as part of a team; they will need to work with staff across all bands and 3rd party organisations in the support of systems and delivery of project objectives  The post holder will be required to supervise more junior staff in the delivery of support services.  The post holder will have to maintainconstructive relationships with a broad range of internal and external stakeholders. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Day-to-day fault diagnosis and rectification for Trust hosted server software/services which include but not limited to: Virtual server environment, San storage, Windows Server, MS Cluster, MS SQL, IIS, Remote Desktop Services, ZenWorks (desktop and server), MS AD, MS Print and file services, Citrix, infrastructure monitoring systems, Backup solutions, Linux servers and appliances. * Provide specialist input and lead in the implementation, configuration, upgrade and patching of all server environments, and associated applications, working with external parties where required. * Produce technical specifications and procedural documentation in line with Trust policies and procedures; * Provide specialist input to the specification, implementation and configuration of the Trust’s desktop clients. * Assist with the integration between desktop client and host-based applications, platforms and associated peripheral devices. * Identify and resolve or raise issues and risks as appropriate and document and update changes within change process. * Identify and resolve or raise issues and risks as appropriate and document problems and incidents within relevant processes for internally hosted systems. * Diagnose and correct hardware and software problems, escalating and working with external agencies and partners where appropriate. * Provide specialist technical support to the Trusts user community. * Carry out programming/scripting to provide users with access to required facilities ensuring compliance with Trust’s Digital Security Policy. * Participate in the Department’s on-call service and associated out-of-hours working. * Supervise and contribute to the development of other engineers, imparting knowledge, skills and guidance. |
| **KEY WORKING RELATIONSHIPS** |
| Areas  of  Responsibility: (type of work undertaken)  The post holder is required to deal effectively with staff of all levels throughout the Trust, 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** | | * Digital Services Staff | * Suppliers and vendors | | * Trust Staff (all levels) | * Third-party Support Services | |  | * Third-party Support Services | |  | * Other NHS Trusts within the South West Domain | |  | * Devon County Council | |  | * Other NHS Organisations | |  | * Local Government | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * High level of independence and autonomy required to deliver specific area of work. * The post holder will be guided by Trust policies, procedures and defined outcomes, using own initiative and seeking advice from Manager as required. * The post holder will be a lead specialist on issues and risks and quality assurance matters for the IT infrastructure team in relation to Server services. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * The post holder will be required to adhere to the organisation’s standards of customer care. The post holder will persuade staff of recommended technical solutions to problems, incidents and changes and negotiate with other agencies to achieve project / task delivery and ensure agreed targets and outputs are met. * The post holder will be required to maintain internal/external relationships, to communicate effectively with key stakeholders in the efficient rectification of problems and incidents. This includes taking responsibility for generating or receiving complex information and then interpreting and presenting data, in a tactful, diplomatic manner and adhering to the organisation’s standards of customer care and Trust values. * The post holder will be expected to behave at all times in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * The post holder will regularly be required to resolve complex, 3rd line technical issues, where other teams have provided the triage details that may require scrutiny. * The post holder will be 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, weigh up and document the potential risks and implications of the resolution. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * The post holder must be able to manage their own rapidly changing priorities and multi task, delegating work to junior team members where appropriate. * The post holder will, as part of supervision, plan activities for junior members of the team. * The post holder will be expected to initiate and organise a number of complex work activities, working with other departments or teams to deliver the required objective. |
| **PATIENT/CLIENT CARE** |
| * The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will not deal directly with patients. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Identify process improvements and develop projects and assignments to respond to organisational and/or policy changes and initiatives effectively. * Develops and implements policy for own work area and propose policy development for project changes that impact on the IT department as a whole. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * The post holder will be responsible for the safe use of highly complex equipment, including the installation, maintenance and repair of expensive physical assets. * The post holder will seek quotations for assets or services from 3rd party suppliers to support the delivery of service or projects. * The post holder will 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. * The post holder will take an active part in the development review of own work suggesting areas for learning and development in the coming year. * They will provide training on areas they are subject matter experts for to Digital staff at all levels. * They will supervise junior infrastructure support staff in relation to the maintenance and day to day workload associated with the delivery of a complex support service. |
| **INFORMATION RESOURCES** |
| * The post holder will be required to accurately keep records up to date within various Digital management systems. * The post holder will be required to develop monitoring systems and reports to support the Digital Infrastructure Manager to deliver updates on KPI of the infrastructure service. * The post holder will be required to generate logical diagrams of systems where pictorial representation is appropriate. * The post holder will be responsible for the development of Digital infrastructure information systems to meet the requirements of the Trust, specifically the Trusts AD domain and other infrastructure systems and automated scripts. |
| **RESEARCH AND DEVELOPMENT** |
| * Comply with Trust’s requirements and undertake surveys as necessary to own work. * Regularly carry out equipment testing on Digital systems, including monitoring and backup systems, making adaptions as required. |
| **PHYSICAL SKILLS** |
| * Utilisation of advanced keyboard skills for operation of a wide range of computer software and manipulation of data for reporting purposes. |
| **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. * Required (and have a means to) to travel to multiple Trust locations at short-notice as required. |
| **MENTAL EFFORT** |
| * There is a 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. * The post holder will 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.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Technology Specialist - Server Support |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Relevant degree (or equivalent experience)  Microsoft MCSE (or equivalent experience)  VMware qualification VCP (or equivalent experience) | E  E  E |  |
| **KNOWLEDGE/SKILLS**  Specialist knowledge of server infrastructure technology including Storage Area Networks.  Specialist knowledge of Windows server administration, including Active  Directory management, Microsoft file (DFS) and print services.  Experience of supporting Microsoft SQL Server, IIS, remote desktop and other third party applications in a corporate support environment.  Proven ability to fault-find hardware and software for Server, SAN, PC’s etc. and to carry out repairs, maintenance and upgrades;  Understanding of IP networks in a corporate environment  Understanding of IT/data security within controlled environments  Ability to produce and maintain structured documentation both for technical and non-technical audiences.  Ability to rapidly learn new technologies and applications and work to implement and support these systems.  Ability to supervise, mentor and impart knowledge and skills to other team members.  Experience of enterprise level backup technologies  Implementing technical solutions within an enterprise  Knowledge of Novell NetWare administration, including client software configuration, ZenWorks  Experience of supporting Linux, and Linux based appliances.  Support of DHCP and DNS services | E  E  E  E  E  E  E  E  E  E  E | D  D  D |
| **EXPERIENCE**  Experience of supporting server infrastructure within a corporate IM&T department.  Supervision/mentoring of team members | E | D |
| **PERSONAL ATTRIBUTES**  Excellent written and verbal communication skills, with the ability to explain complex technical information to technical and non-technical staff.  Ability to self-motivate  Excellent time management and working without regular guidance from Line manager  Ability to cope under pressure  High level of concentration with frequent interruptions | E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  Willingness to undertake a wide variety of duties  Ability to travel to other sites for training, meetings etc  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust | E  E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y |  |  |  |  |
| Noise (over 80dBA) | Y |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  |  |
| Heavy manual handling (>10kg) | Y |  |  |  |  |
| Driving | Y |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  |  |  |
| Mental Effort | Y |  |  |  |  |
| Emotional Effort | Y |  |  |  |  |
| Working in isolation | Y |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |