

JOB DESCRIPTION

JOB DETAILS	
Job Title	IT & Telephony Service Desk Operator
Reports to	Service Desk Manager
Band	Band 3
Department/Directorate	Digital Services

JOB PURPOSE
<p>Digital Services aims to develop a culture of continual service improvement. The postholder will be an advocate for this culture across the service area and demonstrate continual service improvement in the service area that they work.</p> <p>This is a post that bridges two teams, the Telephony and Service Desk teams, the first point of contact to enable the Trust's IT users to report faults (Incidents) or request services (Service Requests) 24*7. The postholder will provide timely, effective, and efficient support to users including receiving, logging and resolving Incidents, routing and monitoring Service Requests. Provides initial triage of all Incidents, based on agreed Knowledge articles, ensuring that a 'Minimum Data Set' of information is recorded against each call.</p> <p>Works closely with other members of Digital Services and Partner Organisations.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To support and maintain a high level of customer service focused on the needs of staff and associated teams. Providing Service Desk functions to a broad range of internal and external stakeholders and organisations through defined Operational Level Agreements (OLAs) and Service Level Agreements (SLAs). To assist in maintaining a secure computer network whilst providing the minimum access required for a client to perform their duties. Log and prioritise all IT-related Incidents and Service Requests, received via telephone, email and customer portal, ascertaining nature of fault or request, and recording the Minimum Data Set (MDS) in the department's IT Service Management system. This includes occasionally liaising with external service providers to log and update calls. Provide First Line IT technical support, including print queue administration, and provision of service information in a professional and customer focused manner. Provide First Line support and user account administration for centrally-managed and delivered IT applications in accordance with the Trust's policies and procedures. Where necessary, forward calls to the appropriate Second Line support team for further triage and resolution. Act as 'owners' of all Incidents and Service Requests, monitoring progress against SLA time scales and implementing escalation process where necessary, ensuring they are handled according to agreed procedures. Maintenance of the Trust's electronic directories of IT users, updating all starters, leavers and changes, ensuring that all updates are recorded accurately and in a timely manner. Including

Local Administrators for the national email system NHS Mail and manage the connectors, ensuring all starters, leavers and changes are updated in accordance with SLAs.

- Maintenance of the Trust's electronic directories of IT applications and shared network drives, ensuring that users are granted appropriate access in accordance with Trust policies and procedures.
- Assist with the Trust's Staff Registration process, including provision of IT system access for external staff, ensuring that all appropriate documentation is completed.
- Maintain appropriate documentation in line with Trust policies and procedures. This includes maintenance of IT Service Desk Knowledgebase(s), liaising with IT Service Desk Team Leader, Senior Service Desk Operator and Service Desk Manager and IT Technical staff to ensure accuracy.
- Act as first point of contact for any Trust-wide communications from Digital Services and participate in the Service Desk's response and user communication elements of the department's Priority 1 Incident management process.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Telephony Switchboard and the IT Service Desk

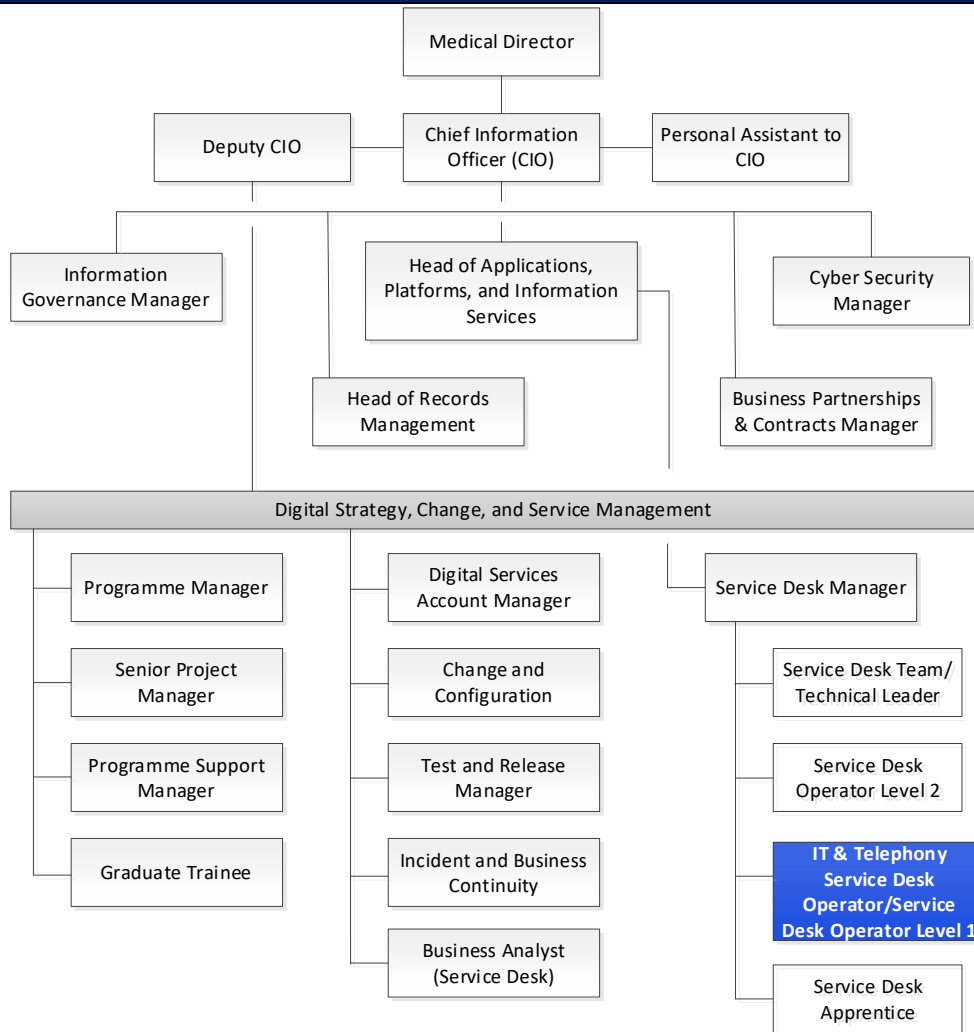
No. of Staff reporting to this role: 0

The postholder is required to deal effectively with patients and visitors and staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the postholder will deal with the wider healthcare community and external Stakeholder Organisations
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"> • Medical Staffing • Operational Staffing • Workforce • Payroll • Information Aset Owners • Patients, visitors, and their family members 	<ul style="list-style-type: none"> • NHS England • External Clients and Partners • 3rd Party Service and Solution Providers • Colleagues in other NHS and Social Care Organisations • Epic Technical Experts and Implementation Resolver Teams

ORGANISATIONAL CHART



FREEDOM TO ACT

Works on own initiative with supervisor available for reference. Works independently deciding when to refer to line manager on service calls that are unable to be resolved.

COMMUNICATION/RELATIONSHIP SKILLS

Service Desk staff communicate with all levels of staff and can be of a complex nature depending on the nature of the incident being reported. The primary method of contact is via the Service Desk telephone number so an excellent telephone manner is essential. Other means of contact include electronic means such as e-mail and therefore require the ability to convey potentially technical information clearly and concisely in a written form. They provide guidance and advice to all staff on a large range of software, hardware and services utilised by the Trust.

The Telecoms Team provide telephony services to all staff supporting internal extension, mobiles, bleeps and radio pagers. The Switchboard, like Service Desk, is a key function of Digital Services operating 24*7 and acts as the central contact in many emergency situations, coordinating services and central communications. Switchboard is also the first point of contact for patients, family and visitors, all of whom require professional handling in an efficient and timely manner.

ANALYTICAL/JUDGEMENTAL SKILLS

The role requires a high level of analytical skills with the ability to separate facts from anecdotal evidence. Judgements need to be made on varying issues with sometimes only minimal data. Analysing these facts, comparing the options, and then making appropriate decisions is something that is a daily requirement. Ensure escalation procedures are followed as soon as

any non-conformance of OLA/SLA timescales are identified, communicating regular progress updates to the appropriate Senior Resolver Team member.

There is a requirement to initiate prompt and correct procedures in emergency situations including Fire, Cardiac Arrest, Major Incidents etc., ensuring all incidents are recorded and logged to enable an auditable trail after the event should it be required.

PLANNING/ORGANISATIONAL SKILLS

The role requires excellent planning and organisational skills as there are often competing priorities for day-to-day activities.

PATIENT/CLIENT CARE

In your normal working day there would be no contact with patients. However, when attending various sites or meetings (if called upon to do so) incidental patient contact may occur. In addition, whilst supporting the Switchboard out of hours, there will be some non-clinical contact via telephone with patients and family. Currently the role does include some staff contact.

POLICY/SERVICE DEVELOPMENT

The postholder may be required to comment or implement service changes as required. This may include contributing to service improvement discussions. However, normal day-to-day duties will be to follow predefined protocols.

FINANCIAL/PHYSICAL RESOURCES

Responsible for the proper and safe use of IT equipment by users; responsible for expensive IT equipment and software (e.g. service desk and call centre software), and repair and maintenance of IT equipment as required if working on service desk calls requiring remote support.

HUMAN RESOURCES

No line management or supervision but may be required to provide training to other team members as and when instructed by the Line Manager.

INFORMATION RESOURCES

The postholder will be required to interpret data and respond appropriately. They will also maintain user IT accounts and system rights. Modification or creation of aspects of information systems or hardware. e.g. Changing modules within applications.

Regularly using Service Desk software to log and maintain call status, run and produce service performance reports and analyse trends in excel if required. Regularly use email.

Using the Patient Administration and Patient First Systems to direct callers and visitors to their required destination whilst ensuring that the security and confidentiality of patient information is maintained at all times as per the Trust's Data Protection Policy

RESEARCH AND DEVELOPMENT

To maintain knowledge and skills to match the changes in new technology. Also works on audits as required.

PHYSICAL SKILLS

Inputting and manipulating data within various computer applications. High usage of the service desk tools, Word and Excel.

Good keyboard skills needed to ensure accurate recording of customers and responses in the service desk tool. Ability to memorise and use Ctrl and Alt modifier keys. Moderate pace with typing to support typing while on the phone. We do not expect advanced keyboard skills of touch-typing. Uses Service desk tool most of the day. Make calls and send emails to users.

PHYSICAL EFFORT

VDU use most of the day; sitting most of the time. Frequent use of the phone via a headset.

MENTAL EFFORT

Frequent concentration required for short periods of time when checking information in requests and on service desk call logs. There may be an occasional requirement for prolonged concentration where the postholder reviews statistical information in the service desk audits and when answering queries from staff and customers.

EMOTIONAL EFFORT

Rare exposure to emotional circumstances within the work place.

WORKING CONDITIONS

Uses VDU most of the day. Exposure to noise due to multiple staff taking support calls over the phones from clients.

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.

There will be a requirement to work evenings, weekends and Bank Holidays to meet deadlines and to participate in a 24*7*365 rota

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	IT & Telephony Service Desk Operator (TBC)
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Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING</p> <p>Good General level of education with 5 GCSE at grade C or above to include Maths & English</p> <p>Diploma/NVQ Level 2 in Business Administration or Customer Service</p> <p>A-Level (or equivalent) in IT related subject or equivalent IT experience either in an NHS or Call Centre environment</p>	E	D
<p>KNOWLEDGE/SKILLS</p> <p>Ability to work in a methodical manner and maintain accurate records</p> <p>Good working knowledge of Microsoft Office with good keyboard skills</p> <p>Must have excellent communication skills</p> <p>European Computer Driving License (ECDL) or equivalent knowledge.</p> <p>ITIL Foundation</p> <p>Knowledge of more than one computer system, hardware and software, acquired through diploma or equivalent experience / qualification</p>	E E E	D D D
<p>EXPERIENCE</p> <p>Experience of operating within an IT Service Desk environment, switchboard or generic Call Centre. Other general experience of telephone support.</p>		D
<p>PERSONAL ATTRIBUTES</p> <p>Able to work as part of a team</p> <p>Able to work on their own initiative</p> <p>Have the ability to be empathetic and handle difficult or stress full situations</p> <p>Able to remain calm and productive under pressure</p> <p>Have good organisational skills</p>	E E E E E	
<p>OTHER REQUIREMENTS</p> <p>The postholder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p> <p>Ability to travel to other locations as required.</p>	E E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y/N				
Contact with patients	Y/N				
Exposure Prone Procedures	Y/N				
Blood/body fluids	Y/N				
Laboratory specimens	Y/N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y/N				
Respiratory sensitisers (e.g isocyanates)	Y/N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y/N				
Animals	Y/N				
Cytotoxic drugs	Y/N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	Y/N				
Laser (Class 3R, 3B, 4)	Y/N				
Dusty environment (>4mg/m3)	Y/N				
Noise (over 80dBA)	Y/N				
Hand held vibration tools (=>2.5 m/s2)	Y/N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y/N				Y
Heavy manual handling (>10kg)	Y/N				
Driving	Y/N				
Food handling	Y/N				
Night working	Y/N			Y	
Electrical work	Y/N				
Physical Effort	Y/N		Y		
Mental Effort	Y/N				Y
Emotional Effort	Y/N		Y		
Working in isolation	Y/N		Y		
Challenging behaviour	Y/N		Y		