

JOB DESCRIPTION

JOB DETAILS	
Job Title	EUD Deployment Officer
Reports to	Digital Support Services Manager
Band	Band 3
Department/Directorate	Digital Services (North)

JOB PURPOSE
<p>The End User Device (EUD) Deployment Officer is part of the End User Support team who collectively provide second line support for the Trusts end user devices, such as computer and telephony equipment.</p> <p>The role will support the Trust in providing responses to digital incidents and service requests. This role will include the configuration and deployment of end user devices, that will include PCs, laptops, printers, smartphones and tablets etc.</p> <p>The role will also assist the wider end user support team to deliver BAU activities where appropriate. It will work closely with other members of Digital Services to support the implementation of end user devices for project requests.</p>
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To support and maintain a high level of customer service focused on the needs of staff to a broad range of internal and external stakeholders.
- Responsible for the receipt and collection of new end user device (EUD) equipment from Trust's Receipt & Distribution point.
- Perform testing and pre-deployment configuration of EUD (PCs, printers and other equipment) using documented processes and procedures, including asset labelling and security marking.
- Perform installation of EUD (PCs, printers and other equipment), assisting users with any first use problems.
- Ensure that all EUD equipment is disposed of appropriately with accurate records in line with Trust policy and procedure.
- Assist with Service Requests for desktop equipment moves.
- Maintain accurate up to date records relating to the installation or movement of IT equipment, including the Trust's Configuration Management database (CMDB) and other appropriate documentation as requested.
- 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.
- Maintenance of IT Service Desk Knowledgebase articles, liaising with IT Technical staff to ensure accuracy.
- Control and maintain equipment stock levels, liaising with other officers on order requirements and asset disposal.
- Utilise the Trust's Remote Management software to assist with remedial work.

- Provide assistance to fellow Digital Services staff in the closure of incidents and service requests.
- Maintain appropriate documentation in line with Trust policies and procedures.

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

No. of Staff reporting to this role: 0

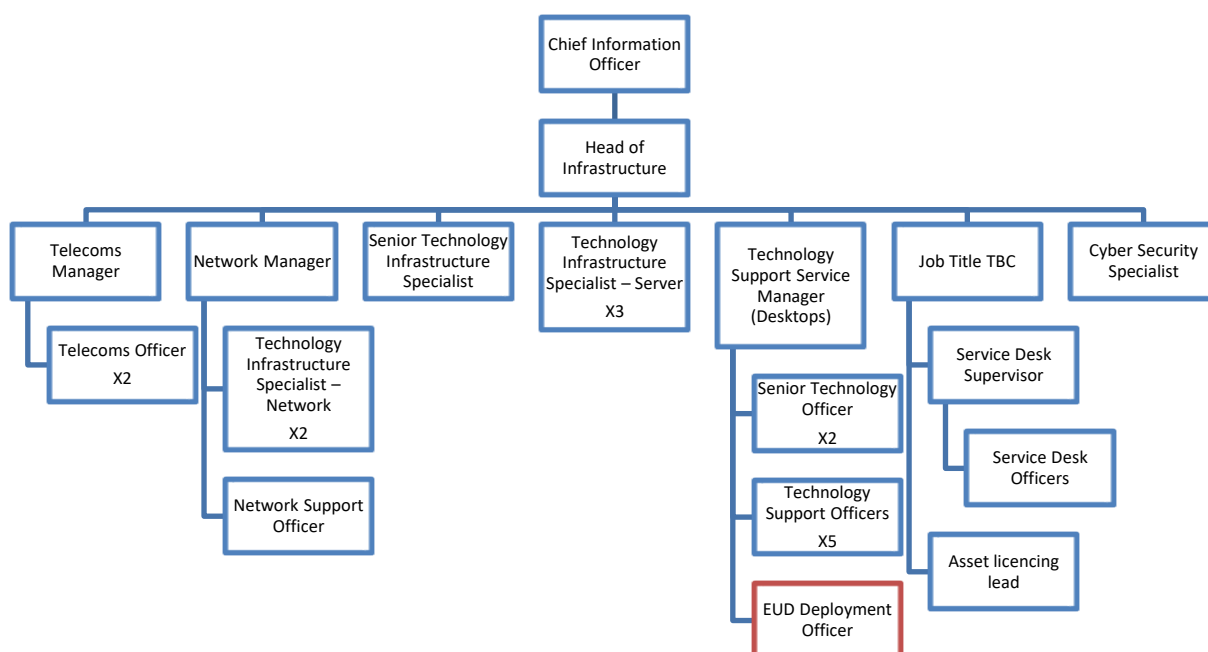
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.

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"> • Clinical Staff – all levels • Administrative staff – all levels 	<ul style="list-style-type: none"> • NHS Digital

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

The post holder will adhere to the organisation's standard of customer care, maintaining internal/external relationships.

Communication is with all levels of staff, and can be of a complex nature depending on the nature of the request or incident being completed. The primary method of work allocation is via the Digital Services service desk tool, however an excellent telephone manner is essential for booking of appointments and any issue rectification. Other means of contact include electronic means such as e-mail and Microsoft Teams and therefore require the ability to convey potentially technical information clearly and concisely in a written form.

The post holder is expected to provide guidance and advice to all staff on a large range of software, hardware and services utilised by the trust.

ANALYTICAL/JUDGEMENTAL SKILLS

The role requires a high level of analytical skills with the ability to prioritise customer issues. Judgements need to be made on varying issues with sometimes only minimal data.

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 incidental contact with patients.
This role will have regular contact with staff of all levels.

POLICY/SERVICE DEVELOPMENT

The post holder may be required to comment or implement service changes as required. This will include contributing to continuous service improvement within the deployment function. However, normal day to day duties will be to follow predefined processes and work allocation through the Digital Services service desk tool.

FINANCIAL/PHYSICAL RESOURCES

Responsible for the proper and safe use of IT equipment by users; responsible for expensive IT equipment and software, and repair and maintenance of IT equipment as required.

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
<p>The post holder 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. eg Application access.</p> <p>Regularly using service desk software to log and maintain call status.</p> <p>Regularly use email and teams.</p> <p>Inputting and manipulating data within various computer applications. High usage of the service desk tools, Word and Excel.</p>
RESEARCH AND DEVELOPMENT
Carries out research as necessary to own work.
PHYSICAL SKILLS
<p>Advanced keyboard use – able to use multikey combinations.</p> <p>Inputting and manipulating data and information into computer systems.</p> <p>Uses fine tools with accuracy when working on IM&T systems</p>
PHYSICAL EFFORT
<p>Frequent VDU use.</p> <p>Frequent use of the phone.</p> <p>Ability to lift, carry and install IT equipment on a regular, multiple times a day basis.</p>
MENTAL EFFORT
<p>Frequent concentration required for short periods of time when checking information in requests and on service desk calls.</p> <p>There may be an occasional requirement for prolonged concentration to ensure correct and accurate data logging</p>
EMOTIONAL EFFORT
Rare exposure to emotional circumstances within the work place.
WORKING CONDITIONS
Role will commission within a workshop environment, but will be mobile across all Trust sites and locations.
OTHER RESPONSIBILITIES
<p>Take part in regular performance appraisal.</p> <p>Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling</p> <p>Contribute to and work within a safe working environment</p> <p>You are expected to comply with Trust Infection Control Policies and conduct yourself 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 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.</p> <p>You must also take responsibility for your workplace health and wellbeing:</p> <ul style="list-style-type: none"> • 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	EUD Deployment Officer
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Good General level of education 5 GCSE at grade C or above to include Maths & English, or equivalent experience. A-Level (or equivalent) in IT related subject or equivalent IT experience in an NHS environment European Computer Driving License (ECDL) or equivalent knowledge. Knowledge of more than one computer system, hardware and software, acquired through diploma or equivalent experience / qualification	E 	
KNOWLEDGE/SKILLS Ability to work in a methodical manner and maintain accurate records <i>Ability to follow policies and procedures.</i> Ability to install, configure and deploy desktop equipment (PC's, Laptops, Printers etc...) Use of Service Desk applications. Good working knowledge of Microsoft products such as windows and Office Ability to maintain a professional and courteous manner at all times.	E 	
EXPERIENCE Experience of operating within an IT Service Desk environment or generic call centre.		D
PERSONAL ATTRIBUTES Able to work as part of a team Able to work on their own initiative Have the ability to be empathetic and handle difficult or stress full situations Have excellent organisational skills	E 	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required with expensive equipment.	E 	

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				
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)	Y		X		
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y				X
Driving	Y				X
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	N				
Working in isolation	Y			X	
Challenging behaviour	N				