



Royal Devon and Exeter
NHS Foundation Trust

“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

JOB DETAILS

| | |
|---------------------------|--|
| Job Title | Desktop Engineer |
| Reports to | Senior Desktop Engineer |
| Band | 5 |
| National Job Profile used | IM&T Analyst / Technician Higher Level |
| Department/Directorate | Digital Services Division |

JOB PURPOSE

The Digital Services Division aims to develop a culture of continual service improvement. The post holder will be an advocate for this culture across the service area and demonstrate continual service improvement in the services for which they are responsible.

The post holder will be part of a Team responsible for the implementation and management of all of the underlying infrastructure and platforms which includes the application delivery platform, web servers, printing infrastructure, virtualisation and delivery to the desktop.

This post will ensure that the elements of the Trust and Epic Electronic Patient Record (EPR) warranted environment that support the user at the desktop or while mobile, are delivered and supported.

This role provides a front line service to Trust staff. It is therefore a key requisite of this post to maintain a customer focus at all times. Given the dynamic nature of NHS organisations there will be a requirement for travel to a number of sites dependent upon where the users are based.

KEY WORKING RELATIONSHIPS

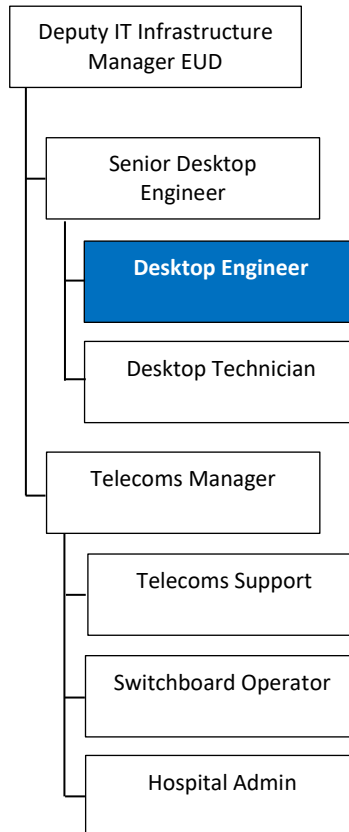
Internal to the Trust

Divisional Directors
Trust Service Managers
Information Asset Owners
Digital Services Division
Trust User Base
Service Desk Staff

External to the Trust

External Clients and Partners
Epic technical experts and implementation team
3rd Party Service and Solution Providers
Colleagues in other NHS and Social Care organisations

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The key result areas for the role are described in the following sections:

COMMUNICATION/RELATIONSHIP SKILLS

- Work closely with the Service Desk, providing regular updates as required;
- Liaise with the end user to agree a convenient time to attend assigned calls;
- Keep the end user fully apprised with progress on outstanding calls on a regular basis.

ANALYTICAL/JUDGEMENTAL SKILLS

- Advise the Senior Engineer or Service Desk if you will be unable to meet the agreed targets on any assigned calls.

PLANNING/ORGANISATIONAL SKILLS

- Provide the technical support, and undertake the necessary work required, to implement and deliver the Digital Services Division and My Care delivery plans on target;
- Provide technical support to users of desktop and mobile IT services. Ensure that support is provided in a responsive and customer focused manner with minimal disruption to users and maximum benefit;
- Perform installations, upgrades and replacements of hardware and software as identified in the My Care project plans in a manner designed to minimise disruption and system downtime;
- Co-ordinate work with IT maintenance contractors, arranging call-outs and monitoring performance against the terms of contracts including occasional work outside of normal hours.

PHYSICAL SKILLS

- Manual Handling will be required;
- Commission, test, deliver and install new IT equipment throughout the client organisations including re-locating existing equipment and/or data where identified;
- Recover redundant equipment back to site for scrap processing;
- Good keyboard skills.

PATIENT/CLIENT CARE

- Patient Contact in this role is incidental.

POLICY/SERVICE DEVELOPMENT

- Monitor departmental / Trust policies and procedures, and advise of any possible changes or improvements that could be made.

FINANCIAL/PHYSICAL RESOURCES

- Help co-ordinate and obtain spare parts ensuring a cost effective and responsive service in accordance with the Trust's standing financial instructions (SFIs);
- Ensure sufficient records are kept to enable accurate re-charging and to provide a complete audit trail.

HUMAN RESOURCES

- Provide higher level technical support to colleagues;
- To actively promote a harmonious working environment at all times;
- Demonstrate own activities to new or less experienced employees.

INFORMATION RESOURCES

- Maintain and develop knowledge of the Service Desk service, providing regular reports on activity and actions to the Senior Desktop Engineer;
- Contribute to the development and maintenance of IT records including hardware/software inventories, diagrams and procedures;
- Ensure Service Desk environment is always kept up to date with a true and accurate record of work carried out;
- Interprets data, creates reports; designs, develops or programs and maintains computer systems.

RESEARCH AND DEVELOPMENT

- Maintain skills in order to match the changes in new technology;
- Assist in the selection, evaluation, purchase, installation and maintenance of IT products. This includes the production of technical documents for testing and acceptance specifications;
- Attain and maintain a high degree of skill in using the Digital and EPR applications used within the client base.

FREEDOM TO ACT

- Required to act independently within appropriate guidelines, with advice available when required;
- Ensure the repair of faulty IT systems and where necessary, to undertake maintenance on PC and peripheral hardware throughout the constituent organisations.

OTHER RESPONSIBILITIES

To take part in regular performance appraisal.

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

To 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.

There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 rota;

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 encourage flexible working arrangements including job sharing.

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 call: 01392 207462.

PERSON SPECIFICATION

| | |
|-------------|------------------|
| POST | Desktop Engineer |
| BAND | 5 |

| Requirements | Essential | Desirable |
|---|---------------------------|-----------|
| QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> Educated to A Level or equivalent experience Computing qualification ITIL Foundation MCSE or equivalent | X X | X X |
| KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Excellent technical knowledge of MS operating systems and applications Excellent technical knowledge desktop PC and peripheral hardware Excellent technical knowledge of iOS devices Organisational and prioritisation skills Excellent communication skills Knowledge of networking protocols | X X X X | X |
| EXPERIENCE <ul style="list-style-type: none"> Demonstrable experience of implementing and supporting desktop PCs, laptops, mobile devices and peripherals Experience of supporting end users | X X | |
| PERSONAL ATTRIBUTES <ul style="list-style-type: none"> Positive attitude with helpful 'Front Desk' personality Logical aptitude for problem solving Resourceful and able to work on own initiative with limited supervision Excellent interpersonal and communication skills and present a professional image when representing the department | X X X X | |
| OTHER REQUIRMENTS <ul style="list-style-type: none"> Demonstrates ambition and clear personal career planning There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 rota Requirement to travel to other sites as required Full Driving licence Own vehicle available for business use | X X X X X | |

| | | FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) | | | |
|--|---|--|---|---|---|
| WORKING CONDITIONS/HAZARDS | | 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) | 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) | Y | | | X | |
| 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 | Y | X | | | |

COMPETENCY REQUIREMENTS

To be completed for all new positions

Please tick which of these essential learning s is applicable to this role

(NB those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

| | | | | | | | |
|---|---------------------|-------------------------------------|--|---|--------------------------|---|--------------------------|
| Safeguarding Children | Group 1 | <input type="checkbox"/> | Blood Transfusion | BDS18 collection | <input type="checkbox"/> | Consent Training | <input type="checkbox"/> |
| | Group 2 | <input type="checkbox"/> | | BDS 19 & 20 Preparing & Administering | <input type="checkbox"/> | VTE Training | <input type="checkbox"/> |
| | Group 3 | <input type="checkbox"/> | | BDS 17 Receipting | <input type="checkbox"/> | Record management and the nhs code of practice | <input type="checkbox"/> |
| | Group 4 | <input type="checkbox"/> | | Obtaining a blood sample for transfusion | <input type="checkbox"/> | The importance of good clinical record keeping | <input type="checkbox"/> |
| | Group 5 | <input type="checkbox"/> | | Annual Update | <input type="checkbox"/> | Antimicrobial Prudent Prescribing | <input type="checkbox"/> |
| | Group 6 | <input type="checkbox"/> | | | | Control & Restraint Annual | <input type="checkbox"/> |
| Not mapped this one | | <input type="checkbox"/> | Safeguarding Adults Awareness | Clinical Staff | <input type="checkbox"/> | Mental Capacity/DOL's | <input type="checkbox"/> |
| | Group 8 | <input type="checkbox"/> | | Non Clinical Staff | <input type="checkbox"/> | | |
| Manual Handling – Two Year | | <input checked="" type="checkbox"/> | Falls, slips, trips & falls | Patients | <input type="checkbox"/> | | |
| Equality & Diversity – One-Off requirement | | <input checked="" type="checkbox"/> | | Staff/Others | <input type="checkbox"/> | | |
| Fire | Annual | <input checked="" type="checkbox"/> | Investigations of incidents, complaints and claims | | <input type="checkbox"/> | | |
| | Two Yearly | <input type="checkbox"/> | Conflict Resolution – 3 yearly | | <input type="checkbox"/> | | |
| Infection Control/Hand Hygiene | Annual requirement | <input type="checkbox"/> | Waterlow | | <input type="checkbox"/> | | |
| | One-Off requirement | <input type="checkbox"/> | PUCLAS | | <input type="checkbox"/> | | |
| Information Governance | | <input checked="" type="checkbox"/> | Clinical Waste Management | Application principles for clinical staff | <input type="checkbox"/> | | |
| Harassment & Bullying (Self Declaration – One off requirement) | | <input checked="" type="checkbox"/> | | Application principles for housekeeping | <input type="checkbox"/> | | |
| | | | | Application principles for portering and waste | <input type="checkbox"/> | | |



