Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Desktop Engineer
Reports to	Deputy IT Infrastructure Manager (EUD)
Band	Band 6
Department/Directorate	Digital Services

JOB PURPOSE

Digital Services aim 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 Senior Desktop Engineer owns the inventory, gap analysis, procurement, installation, and testing of all end user devices across the organisation and manages associated project plans. They will own the end user device plan and act as liaison between the technical team and the application team for all device-related topics.

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 always maintain a customer focus. 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 RESULT AREAS/ PRINCIPAL DUTIES AND RESPONSIBILITIES

- Establish requirements about IT procurements for the delivery of desktop and mobile functionality for the Trust and interpreting them into technical specifications;
- Manage all service issues in a timely manner;
- Establish where agreed processes are not followed and initiate internal proceedings to ensure that they are followed in future. Establish where processes are not appropriate/up to date and need revising;
- Communicate with Digital Services and Programme teams on technical matters;
- Coordinate with Programme and Project managers to provide peripherals, storage, and other hardware needed for testing;
- Always act as an ambassador for the Digital Services;
- In times of scarce resource acute judgement will need to be made to ensure that the most appropriate issues are escalated and resolved;
- Provide technical recommendations for enabling software installations across all end user devices for the Trust's digital implementations;
- Management of the workflow process planning for desktop and mobile installations and support, particularly for programme engineers that may need more support to ensure that the Divisional targets are being met;

- Scheduling and co-ordinating visits to each Trust site to assess current end-user hardware and perform gap analysis based on validated application workflows;
- Updating end-user device project plans, trackers, and other work plans;
- Working proactively with the assigned Manager to match Desktop Engineer resources to digital delivery plans. needs of the service. Ensure sufficient records are kept enabling accurate re-charging and to provide a complete audit trail;
- Implementation and support of the desktop/mobile access enabling all staff to access the Trust in the most useful and clinically relevant way.

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

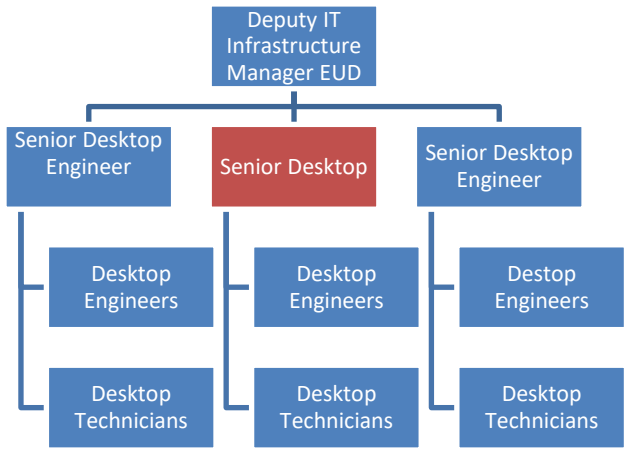
No. of Staff reporting to this role: 20

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. In addition, the post holder will deal with 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
• Care Group Directors • Corporate Services Directors • Trust Service Managers • Information Asset Owners • Digital Services Division • Trust User Base • Service Desk Staff	• 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



FREEDOM TO ACT

- This role reports to a Line Manager, but may be involved in projects and therefore require reporting to Project/ Service Managers;
- Works to achieve agreed objectives and has freedom to do this in own way, working within broad professional policies; advises without reference to manager. Acts as a lead specialist in own area;
- The post holder will work to targets agreed on an annual and regular basis;
- May be required to undertake other appropriate duties as required by Line Management;
- React rapidly, calmly, professionally and effectively to unexpected issues;
- Dealing effectively with uncertain and complex situations and optimising opportunities, but understanding the need to seek clarity when unsure.

COMMUNICATION/RELATIONSHIP SKILLS

- Present highly complex and potentially contentious information to multidisciplinary groups;
- Develop and maintain strong communications and relationships across all potential users, particularly across clinical directorates to ensure the engagement of stakeholders and the successful software or hardware deployment into day to day working practices;
- Communications will involve establishing requirements about IT procurements for the delivery of desktop and mobile functionality for the Trust and interpreting them into technical specifications;
- Manage all service issues in a timely manner;
- Establish where agreed processes are not followed and initiate internal proceedings to ensure that they are followed in future;
- Establish where processes are not appropriate/up to date and need revising;
- Complex communication with Digital Services and Programme teams on technical matters;
- Coordinate with Programme and Project managers to provide peripherals, storage, and other hardware needed for testing;
- Develop good working relationships with system suppliers and maintain effective communication to ensure high quality day to day support and that ongoing maintenance and future deployments of software and hardware are managed smoothly with minimal achievable disruption to service and to users;
- Communicate clearly with managed staff, wider Digital Services Division colleagues and software and hardware suppliers on the functionality and design of both front end and internal system processes and the operational/business processes into which they fit;
- Ensure maintenance and administration documentation is obtained from software and hardware suppliers and internal procedures and protocols are documented and maintained in an effective system library along with relevant changes, issue and service logs;
- With others, communicate a range of complex and sometimes controversial or sensitive issues, relating to the area of responsibility, to staff of all levels within the organisation in a supportive and positive manner;
- Maintain effective channels of communication across Divisions/Clusters within the Trust.
- Persuade and negotiate when implementing new ways of working when there may be a resistance to change.
- Always act as an ambassador for Digital Services.

ANALYTICAL/ JUDGEMENTAL SKILLS

- Act with a ‘problem solving approach’ in order to identify and communicate challenges within the system in a manner that facilitates successful resolution;

- Identify and interpret complex facts and scenarios to be presented to senior management and clinical staff;
- Maintain an in-depth understanding of complex desktop and mobile device problems and internal configuration and how they relate to the experience of users to ensure that the devices and software are best configured and optimised to support users in effective and efficient use of the system;
- In times of scarce resource acute judgement will need to be made to ensure that the most appropriate issues are escalated and resolved;
- Provide technical recommendations for enabling software installations across all end user devices for the Trust's digital implementations;
- Perform on-site analysis, diagnosis, and resolution of complex desktop and mobile device problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.

PLANNING/ ORGANISATIONAL SKILLS

- Management of the workflow process planning for desktop and mobile installations and support, particularly for programme engineers that may need more support to ensure that the Divisional targets are being met.
- Scheduling and co-ordinating visits to each Trust site to assess current end-user hardware and perform gap analysis based on validated application workflows.
- Scheduling and co-ordinating technical dress rehearsal and visits to each Trust site to test end-user hardware and track issues to resolution.
- Updating end-user device project plans, trackers, and other work plans.
- Working proactively with the assigned Manager to match Desktop Engineer resources to digital delivery plans.
- Provision of 'stock' spare parts to Divisional staff, ensuring sufficient stock levels are maintained to meet the needs of the service. Ensure sufficient records are kept to enable accurate re-charging and to provide a complete audit trail.
- Implementation and support of the desktop/mobile access enabling all staff to access the Trust in the most useful and clinically relevant way.

PATIENT/ CLIENT CARE

- Patient Contact in this role is incidental.

POLICY/ SERVICE DEVELOPMENT

- Implements Digital Services policies for own area, proposes changes to Digital Services user working practices and procedures e.g. when planning for new projects, changes in legislation, new reporting processes, new training programmes impacting across the organisation(s);
- Proposes policy changes with respect to hardware and software procurement as the Trust develops;
- Ensure service conforms to appropriate national standards and escalate risks as appropriate.

FINANCIAL/ PHYSICAL RESOURCES

- Order contractors for specific projects and staff shortfalls and sign off timesheets for them.
- Responsible for the proper and safe use of IT equipment by users; responsible for expensive IT equipment and software / Installation, repair and maintenance of IM&T equipment

HUMAN RESOURCES

- The post holder will be in charge of day to day management of the Desktop and Mobile Devices Delivery Team.
- Establish high standards of work within the Trust's Desktop and Mobile Engineering Staff.
- Recruitment, induction, PDRs and on-going monitoring of performance will be the responsibility of this post holder and they will have the task of setting team performance targets for these areas and monitoring performance against them on a regular basis.
- The post holder will be responsible for the performance against the digital delivery management process and escalation where staff do not respond within the required timescales.
- Management of the support for new systems in transition from pilot/test phases to go Live.
- Holding of regular briefing meetings for staff and performance managing teams during these sessions and creating the appropriate incentives and changes in team practices to achieve Departmental and Trust targets.

INFORMATION RESOURCES

- Regular requirement to develop or create reports, documents, drawings;
- Interprets data, creates reports; designs, develops or programs and maintains computer systems;
- Maintains computer hardware. e.g. desktops, cabling, servers, printers;
- The post holder will ensure that the team use the Trust Service Desk application appropriately and complete data sets as required;
- 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;
- The post holder will document fully using the ITOPS wiki system any new systems or changes to existing systems;
- Responsible for maintaining the End User Devices across the Trust, comprising speciality imaging workstations, PCs, laptops, tablets and phones.

RESEARCH AND DEVELOPMENT

- Regularly undertake equipment testing, adaptation - testing or adaptation of IM&T systems including applications and hardware;
- Maintain skills 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 range of Trust applications used within the client base.

PHYSICAL SKILLS

- Advanced keyboard skills.

PHYSICAL EFFORT

- Combination of sitting, standing and walking/ occasional moderate effort for several short periods;
- Post holder will be required to move around the Trusts sites across Exeter or Devon, this will require walking or driving to various Trust community sites or service areas;

MENTAL EFFORT

- The post will require frequent concentration and occasional prolonged concentration for long periods of time.
- The post will require the ability to maintain high levels of concentration whilst when checking information and when answering queries from users there may be interruptions to deal with, for example, computer failures;
- Requirement to concentrate for long periods when analysing data, investigating computer/ application failures/ “bugs”.

EMOTIONAL EFFORT

- There will be rare exposure to distressing or emotional where the postholder may have to support users under clinical pressures or while supervising desktop engineers and technicians.

WORKING CONDITIONS

- VDU use most of the day, mostly office based, but may have to visit Clinical areas.

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.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing;
- Encouraging and support staff engagement in delivery of the service;
- Encouraging staff to comment on development and delivery of the service;
- Ensuring during 1:1’s / supervision with employees you always check how they are.

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Senior Desktop Engineer

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Educated to Degree level or equivalent professional experience, skills and training in a relevant discipline	X	
Evidence of continuous professional development to post-graduate Diploma level	X	
ITIL qualified to Foundation Level	X	
Recognised line management qualification or equivalent experience gained through the management of digital staff and services		X
Technical overview of Epic implementation		X
Recognised qualification in supporting Audio Visual equipment or equivalent relevant experience		X
KNOWLEDGE/ SKILLS		
Evidenced skills in support team process design, costing, deployment and maintenance	X	
Knowledge of clinical practice within a hospital environment		X
Knowledge of clinical systems used in Healthcare and End User Devices support or corporate systems and networks	X	
Change management skills and demonstrable experience of bringing order to complex situations and maintaining focus on key objectives	X	
Management skills to co-ordinate and direct personnel from different disciplines and with differing viewpoints and achieve pragmatic consensus	X	
Ability to produce and deliver, or receive and process, detailed complex and highly sensitive information	X	
Numerate with high level of computer literacy	X	
Well-developed analytical and problem-solving skills	X	
EXPERIENCE		
Experience in a technical role, including End User Devices support or corporate systems and networks	X	
Experience of supporting major technical changes within an organisation	X	
Evidence of managing a technical support team	X	
Evidence of innovative device deployment and support	X	

PERSONAL ATTRIBUTES Effective team player	X	
Proven team leadership ability (supervisory skills, mentoring and developing junior grades)	X	
Able to work on own initiative and manage a challenging workload	X	
Able to work to deadlines	X	
Able to deal effectively with unexpected situations, take advantage of opportunities and overcome problems	X	
Able to motivate and manage system support staff	X	
Able to work in isolation	X	
OTHER REQUIREMENTS Demonstrates ambition and clear personal career planning	X	
Flexible to the requirements of the role	X	
Requirement to travel to other sites as required	X	
Full Driving licence	X	
Own vehicle available for business use	X	
There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota	X	

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