JOB DESCRIPTION

JOB DETAILS

Job Title	Desktop Support Technician
Reports to	Digital Support Services Manager
Band	AfC Pay scale Band 4
Department/Directorate	Digital Team

JOB PURPOSE

The IT Services department provides support for users at the Royal Devon University Healthcare NHS Foundation Trust situated across Northern and Eastern areas of the county, based at our Northern Service Location (Barnstaple). The Organisation currently provides IT services to approximately 5000 users across the region. This role is to provide IT support to for the Trust's infrastructure and user population

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Provide support to the Trust's IT user population in order to minimise the disruption caused by device, application or user error.

- Provide user support in relation to applications available at the desktop.

- Assist in the maintenance of the Trust's Directory of IT users.

- Assist in the receipt, testing and pre-deployment configuration of IT desktop devices (PCs, printers and other equipment), including asset labelling and security marking.

- Creation and testing of PC Image configuration files for each new Desktop PC/Laptop model using MicroFocus ZENworks Imaging.

- Assist with installation/configuration of IT desktop devices (PCs, printers, and other equipment) assisting users with any first use problems.

- Maintain records relating to the installation or movement of IT equipment, including the Trust's Configuration Management database and appropriate network documentation.

- Action Service Requests for software upgrades to IT desktop devices ensuring minimum impact to users.

- Document processes and procedures to assist with PC/Printer configuration and software installation.

- Maintenance of IT desktop devices in order to minimise the disruption caused by deterioration and failure.

- Diagnose hardware/software problems escalating to external agencies where appropriate.

- Utilise the Trust's Remote Management software to assist with remedial work.

- Responsible for own workload, managing own time and tasks to best efficiency.

- Assist in the periodic audit of IT assets and associated records.

- Assist with control of equipment stock levels, liaising with other officers on order requirements and asset disposal.

- Assist IT Server Engineers as appropriate.

KEY WORKING RELATIONSHIPS

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
• Other IM&T Staff • Trust Staff (all levels) • NHSD Staff (all levels) • Partnership Trust Staff (all levels)	• Devon Children Services • Suppliers

ORGANISATIONAL CHART
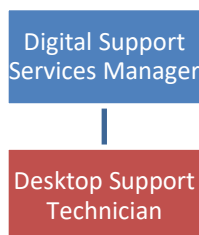
FREEDOM TO ACT

- 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.

COMMUNICATION/RELATIONSHIP SKILLS

- Work closely with the IT Service Desk, providing regular updates as required;

- To liaise with the end user to agree a convenient time to attend assigned calls;

- To keep the end user fully appraised with progress on outstanding calls on a regular basis.

ANALYTICAL/JUDGEMENTAL SKILLS

- To advise the Senior Desktop Engineer or Service Desk if you will be unable to meet the SLA 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.

PATIENT/CLIENT CARE

- The post holder is required to put the patient, as the first priority, at the centre of all activities although the post holder will not have contact with patients in the course of their normal duties.

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.

PHYSICAL SKILLS
- Ability to lift and carry IT equipment on occasional basis;
- Advanced keyboard skills.

PHYSICAL EFFORT
- Physical lifting / manoeuvring of heavy objects will be an occasional requirement

MENTAL EFFORT
- The post will require the ability to maintain high levels of concentration, whilst being interrupted, to resolve both technical questions and system problems.

EMOTIONAL EFFORT
- There will be occasional exposure to effectively influence and negotiate with stakeholders in difficult circumstances.

WORKING CONDITIONS
- Working conditions is predominately office based.

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.

JOB DESCRIPTION AGREEMENT

Job holder's Signature: ....

Date: ....

Manager's Signature: ....

Date: ....

PERSON SPECIFICATION

Job Title	Desktop Support Technician Level 2

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• 5 GCSE equivalents at grade C or above including Maths and English Language	X	
• Computer related qualification to A level (or equivalent).	X	
KNOWLEDGE/SKILLS		
• Active Directory/Azure user administration.	X	
• Microsoft Windows 10 experience.	X	
• MS Office 365 Applications	X	
• Modern Browsers	X	
• Diagnosis and rectification of PC desktop hardware (PC and Printer) faults.	X	
• Broad understanding of a range of PC desktop/mobile applications.	X	
• Basic understanding of Network topologies.	X	
• Ability to follow policies and procedures.	X	
• Ability to maintain a professional and courteous manner at all times	X	
• Use of Service Desk applications	X	
EXPERIENCE		
• Supporting end-users in a Service Desk environment	X	
PERSONAL ATTRIBUTES		
• Advanced keyboard skills.	X	
• Ability to replace components in electronic equipment.	X	
• Ability to drive	X	
• Lifting and carrying IT equipment	X	
• Ability to concentrate with frequent interruptions.	X	
OTHER REQUIREMENTS		
• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	X	
• Ability to travel to other locations as required.	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				x
Heavy manual handling (>10kg)	Y		x		
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	N				