

JOB DESCRIPTION

JOB DETAILS	
Job Title	Service Desk Operator Level 2
Reports to	Service Desk Manager
Band	Band 4
Department/Directorate	Digital Services

JOB PURPOSE
<p>Digital Services aim to develop a culture of continual service improvement. The post holder will support managers to develop this culture.</p> <p>The post holder will form part of the Service Desk Team to provide Level 2 support to clients on all matters relating to IT provision. Whilst the primary role will be to use remote access software to resolve client issues and fulfil service requests, there will also be an occasional requirement to cover the IT Service Desk. The post also includes supporting a drop-in service for laptops and joining an on-call rota to provide out-of-hours cover for specific systems.</p> <p>This role provides front line support to clients, and is often the first personal contact that clients have with the IT service. It is therefore a key requisite of this post to maintain a client focus as all times. Due to the dynamic nature of NHS organisations, on occasion it may be require for the post holder to visit a client on other sites.</p> <p>The post-holder will make a significant contribution to service development and modernisation programme of the NHS through the successful delivery of Digital Services programmes, projects, support and the re-engineering of business processes in conjunction with the service.</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. Provide Second Line IT technical support, for all IT related issues that can be resolved remotely and includes but is not limited to break fix work on laptops, desktops, printer, etc. Provide Second Line IT technical support, for “warm call transfers” from the First Line team to enable an immediate and efficient resolution for client high severity and impact issues such as those that can affect immediate patient care. 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. Assist in the supervision and training of the First Line team in the execution of their responsibilities. Act in the capacity of the Despatcher role to ensure that support requests are managed and completed in an expeditious manner and within the associated Trust SLA. Act as the Service Desk Incident Manager for high priority “P1” issues. This is the central point of contact for the Resolver Teams and Senior Management communications. They ensure that the Trusts processes and procedures for managing these incidents are followed. Liaise with all Digital Services teams to ensure that our knowledgebase is maintained with accurate and up-to-date information, processes, and procedures. Liaise with 3rd Party organisations to ensure smooth communications are always maintained to aid an efficient resolution of high severity issues.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Supporting Trust staff with all IT issues.

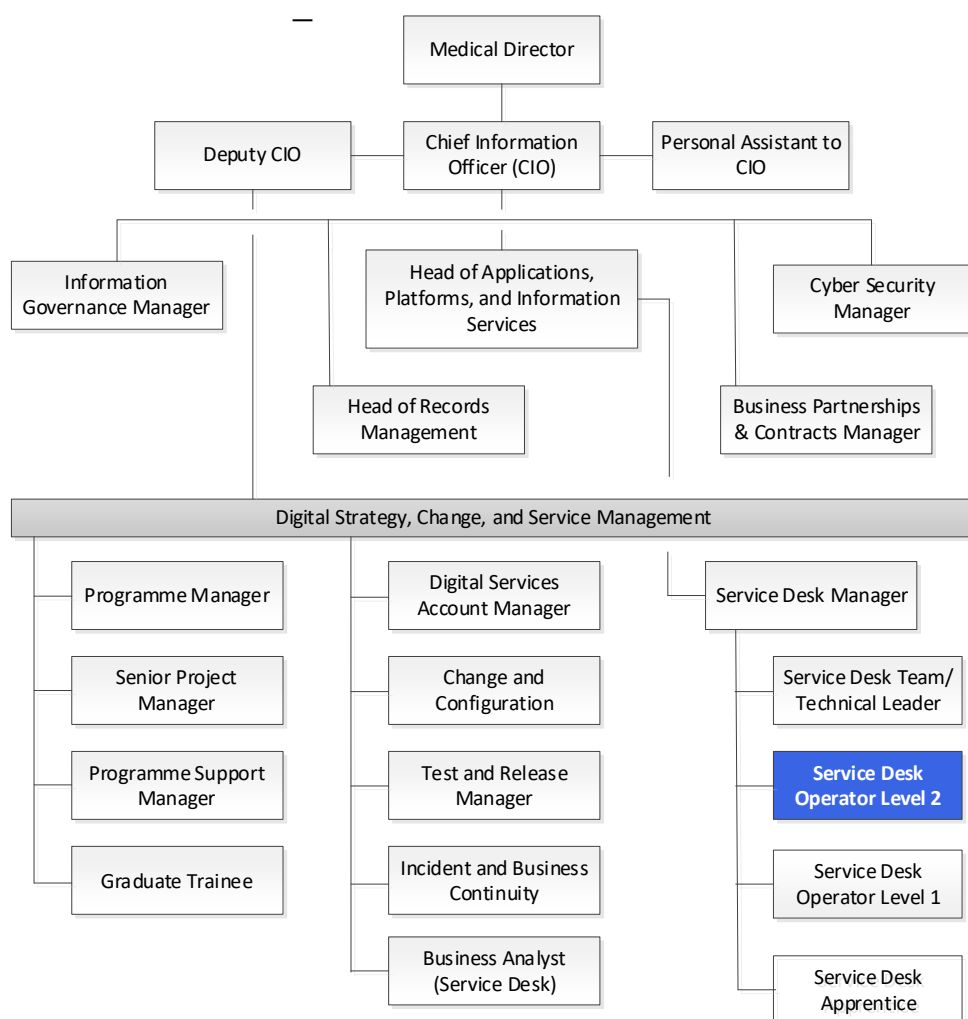
No. of Staff reporting to this role: 0

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. In addition, the post holder 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 Information Asset Owners Operational Staffing Workforce Payroll 	<ul style="list-style-type: none"> External Clients and Partners Epic Technical Experts and Implementation Team 3rd Party Service and Solution Providers NHS England Colleagues in other NHS and Social Care Organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder may be located away from other teams within Digital Services and the management team and operates independently on all day-to-day operational issues. They operate in line with Trust policies, escalating as required to Line Management and other Resolver Teams both internal and external.

COMMUNICATION/RELATIONSHIP SKILLS

Communication is with all levels of staff and can be of a complex nature depending on the nature of the incident being resolved. The primary method of contact is via telephone, so an excellent telephone manner is essential. Other methods of contact include electronic means such as e-mail and therefore they require the ability to convey potentially technical information clearly and concisely in a written form. There are also frequent communications via MS Teams.

Work closely with the Digital Services team, providing regular updates as on High severity incidents as required.

Liaise with the client to agree a convenient time to attend calls and keep them fully apprised with progress on outstanding support requests on a regular basis.

ANALYTICAL/JUDGEMENTAL SKILLS

The Postholder will be responsible for dealing with escalated incidents that are by their very nature more complex. 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. There is a frequent requirement to analyse error messages and perform root cause analysis to determine and perform accurate and timely fixes to hardware and software.

There is a requirement to utilise existing remote management or monitoring software to expedite remedial work, providing responsive, client focused support with minimal disruption and maximum benefit. This includes performing software installations and upgrades as identified in IT investment plans in a manner designed to minimise disruption and system downtime.

They must provide assistance and advice to clients where possible without referral and be able to accurately identify when referral is required. They seek guidance either from the Team Leader or Service Desk Manager when the matter requires senior authority to progress as required.

PLANNING/ORGANISATIONAL SKILLS

The role requires excellent planning and organisational skills as there are often competing priorities for day-to-day incidents and activities which may dictate an immediate change of tack.

PATIENT/CLIENT CARE

In their 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. Currently the role does include some staff contact.

POLICY/SERVICE DEVELOPMENT

The postholder will be required to monitor the departmental policies and procedures and advise of any possible service changes or improvements that could be made. 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 clients. 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. Ensure correct procedures, authorisation, and licensing is adhered to regarding IT applications and hardware installation and maintenance.

HUMAN RESOURCES

There is no line management however there may be a requirement to supervise more junior staff, apprentices, and students (e.g. T-Level College students). Ensure timely completion and up to date maintenance of essential training. There is also a requirement to provide training and supportive help and advice both to clients and members of the Service Desk Team. There is also a requirement to escalate issues to both internal and external Resolver Teams as appropriate.

They must maintain their technical skills to enable efficient support for clients and training for the First Line team.

INFORMATION RESOURCES

The post holder will assist with the maintenance of the IT Service Desk catalogue and contribute to the development and maintenance of IT records including hardware/software inventories, diagrams, processes, and procedures. They will ensure the Service Desk software is always kept up to date with a true and accurate record of work carried out.

The post holder will assist with the maintenance and develop the IT support Service Desk function, providing regular reports to the Management Team. They will also assist in the development and production of training packages for both clients and the Service Desk team.

The post holder will be required to interpret data and respond appropriately. They will also maintain client 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, maintain call status, run, and produce service performance reports and analyse trends in excel if required. Perform accurate updates to support requests within the Service Desk application, recording the actual issue and resolution. Regularly use email, phones, and MS Teams, as appropriate, to communicate with clients and other Resolver Teams.

RESEARCH AND DEVELOPMENT

The post holder will maintain skills to match the changes in new technology. They are also occasionally responsible for performing detailed testing of the Service Desk ITSM tool prior to the release of software updates.

PHYSICAL SKILLS

The Postholder requires advanced keyboard skills whilst inputting data and applying security access to systems. They will use specialist software to aid their work in understanding and resolving IT issues.

PHYSICAL EFFORT

VDU use most of the day and sitting most of the time. Frequent use of the phone via a headset and there may be occasion to carry or move laptops and monitors when either fixing or replacing them.

MENTAL EFFORT

Frequent concentration required for short periods of time when checking information in support requests and on Service Desk call logs. There are also frequent periods of time that require longer periods of concentration whilst trying to ascertain the root cause and resolution of clients' IT issues.

The Postholder's workload is unpredictable, experiencing frequent interruptions to support colleagues and may often have to change what they are working on to deal with higher priority incidents.

EMOTIONAL EFFORT

Rare exposure to emotional circumstances within the workplace, however, there will be times listening to clients reporting an IT issue who are distressed as they are unable to deal with patients and/or patient lists until the issue is resolved.

WORKING CONDITIONS

Exposure to noise due to multiple staff taking support calls over the phones from clients. The use of a VDU for most of the working day.

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	Service Desk Operator – Level 2
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Educated to a minimum of A Level standard or equivalent experience IT apprenticeship/Level 4 diploma or equivalent professional experience ITIL Foundation	E E	D
KNOWLEDGE/SKILLS Good technical knowledge and experience of Microsoft operating systems and applications Good technical knowledge and experience of desktop PC and peripheral hardware Good knowledge of Active Directory Knowledge of networking protocols Able to quickly assess severity of problems to provide a responsive resolution Organisational and prioritisation skills Excellent communication skills	E E E E E E	
EXPERIENCE Demonstrable experience supporting desktop PCs, Laptops, and peripherals Proven clerical and organisational skills Demonstrable experience of prioritising workload and working to tight deadlines	E E E	
PERSONAL ATTRIBUTES Good team working skills Excellent interpersonal and communication skills and present a professional image Logical aptitude for problem solving Resourceful and able to work on own initiative with limited supervision Proven ability to retain composure in stressful situations An ability to demonstrate a 'client friendly' approach to work An ability to deal with sensitive situations with tact and diplomacy An ability to be empathetic with clients. Enthusiasm and commitment to learning new technical skills	E E E E E E E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust Demonstrates ambition and clear personal career planning Flexible to the requirements of the role There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 rota The ability to work in a busy telephone-based call centre environment Requirement to travel to other locations as required Good team player	E E E E E E 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)	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)	N				
Driving	N				
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	N				