

1. JOB IDENTIFICATION

Job Title: Junior Desktop Support Analyst
Responsible to: Support Team Manager (Hardware Maintenance)
Department: Direct User Support
Directorate: eHealth

2. JOB PURPOSE

The post-holder will be a member of a team within the eHealth Hardware Maintenance Team. The Team's primary objective is to deliver comprehensive IT technical support services to all IT Desktops, Printers, Laptops within its area. The team's secondary objectives include, continually developing and improving the IT Desktop infrastructure, and assisting other Teams in support of the complete IT infrastructure and management of network user resources

The desktop service includes

- Responding and resolving hardware and software faults with device and peripherals
- Run rate Installations, Moves and Changes
- Project moves and changes

The post-holder may (if required) participate within a rota system for covering different sites / groups of sites.

3. ROLE OF DEPARTMENT

The overall aim of the eHealth Directorate is to deliver and maintain a comprehensive integrated information, technology and record management strategy in order to ensure that the right information is provided in the right place at the right time, to support highest possible levels of diagnosis, treatment and care of patients and clients, to support continuous improvement of the health of the populations we serve and to achieve more effective integration between Health and the care services of our Local Authority partners.

This includes patients' case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge: it includes developing and supporting electronic information systems for clinical and management use: and it includes collection and analysis of data required by the Scottish Government Health Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populations.

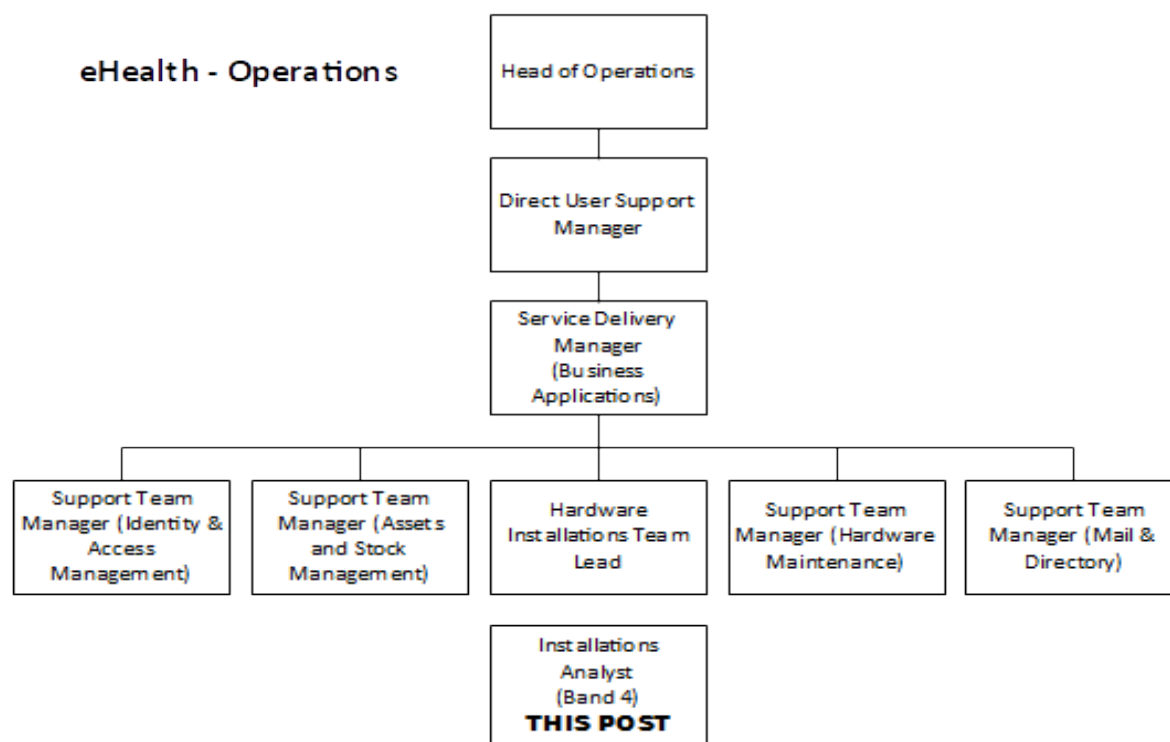
The eHealth has approximately 1,480 staff, a revenue budget of approximately £57m (incl annual Scottish Government ring fenced funding), annual capital budget ranging between £3-5m and non-recurring eHealth budget of approximately £15.8m.

The eHealth Directorate comprises the following departments:

- **Operations** – responsible for the overall IT and Telecommunication service delivery to NHSGGC including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHSGGC to agreed KPI's and SLA's.

- **Strategy and Programmes** - responsible for the development of the medium to long term eHealth Strategy and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration.
- **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services (Libraries), Information Governance and Business Intelligence.
- **Health Records** – delivery of Health Records services across NHSGGC, including provision of outpatient clinics.
- **Business and Resource Management** – responsible for financial management, procurement & contract management, audit & FOI responses and overarching aspects of Human Resource and Organisational Development, Health & Safety, general Directorate wide governance and facilities management activities.

4. ORGANISATIONAL POSITION



5. SCOPE AND RANGE

The IT Desktop environment is the customers / users primary point of interaction with all IT systems and applications. The environment covers:

- 10 major acute sites.
- 500 smaller sites.
- Potentially 50,000 staff
- 20,000+ desktop and peripheral devices.
- Core services available 24*7*365.
- Delivery of more than 150 clinical applications, many of which have a direct impact on patient care (from Intensive Care charting systems to Nurse Rostering)

The eHealth Hardware Maintenance Team is lead by an Support Team Manager. Team size is related to workload but includes multiple analysts. In its primary role of delivering a comprehensive eHealth Hardware Maintenance support service the team:

- Handles 1000+ support calls and work orders per month.
- Interacts with customers at all levels within the Division, including porters, nurses, Ward Managers, Service Managers, General Managers, laboratory staff, admin staff, doctors and consultants.
- Resolves some calls via office based remote support / phone calls.
- Resolves many more calls via site visits, often involving extended periods of travelling within and between sites (by foot, bus and taxi) and carrying / transporting IT equipment around sites.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- Provides support to service desk calls as allocated to referral Group
- Takes forward installations, moves and changes, site audits as required
- Maintains configuration management database and documentation
- Perform routine administration tasks including account management, software licence management, parts management
- Carries out hardware and software upgrades, device rebuilds, data destruction
- To carry out any other such reasonable and appropriate duties as may be required from time to time.
- Ensure a safe working environment and safe work systems.

7a&b. EQUIPMENT AND MACHINERY & SYSTEMS

General office equipment including PCs, printers etc

Remote control software (i.e. taking control of another PC)

Cabling racks

Uninterruptible power supplies

Trolleys and other lifting equipment

Computer software as follows :-

Backup

Server administration tools
Remote access tools

Variety of different software packages
PC, including visual display unit, used more or less continuously throughout the day.
Remote access / software support.

Connecting devices to networking equipment.
Installation in server rooms.
For moving hardware around building and stores.

Managing user access to computer resources.
Manage PCs remotely.
Technical support and advice for users.

Service Management Software
Running reports. Reviewing call history and status
Used extensively for information gathering and also to communicate with third parties, updating all calls with relevant facts and information

Infrastructure management, monitoring and alerting tools

Moving hardware around building and stores.
Working in communications nodes

8. DECISIONS AND JUDGEMENTS

Post holder reports to Team Leader for formal review.

Work plans will be assigned by Team Leader.

Interpretation of highly complex facts, range of options.

Analyses complex computer related problems relating to Information technology where there are a multiplicity of targets/objectives; Interprets complex data sets.

Decide and advise Team Leader of recurring or developing fault patterns.

9. COMMUNICATIONS AND RELATIONSHIPS

Internal

Direct reporting to Support Team Manager / Senior Engineer on key performance indicators, as related to team activities and specialist areas.

Direct liaison with managers and on implementation and business issues associated with projects and activities relating to team activities and specialist areas.

Direct contact on both an informal and formal basis with senior IT and business managers to understand and discuss current issues and ongoing initiatives.

<p>External</p> <p>Alignment with respective customer business representatives.</p>
<p>10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB</p> <p>Physical Effort</p> <ul style="list-style-type: none"> The post may be involved in the maintenance and administration of a variety of computer systems and peripherals. In such cases, the post holder must have the ability to relocate such equipment. Such activity may be a frequent (daily) feature of this post. The post holder may be required to rebuild a machine or replace specific parts to resolve some issues. <p>Mental effort</p> <ul style="list-style-type: none"> Frequent requirement to concentrate, e.g. when investigating and resolving technical problems. Ability to keep one's own emotions under control when dealing with conflicting situations in a pressurised environment. <p>Emotional Effort</p> <ul style="list-style-type: none"> Ability to cope with pressure when dealing with service calls
<p>11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB</p> <p>The post holder will be expected to undertake a wide variety of work which may have conflicting priorities. This includes providing ongoing support of existing IT hardware and software while delivering new projects and initiatives and keeping up-to-date with ever changing current and emerging technologies. This mix of workload and the overall volume which it represents needs to be managed and undertaken in a manner which results in the best possible service being delivered to the customer base.</p> <p>Implementing policies and technological solutions in a manner which comply with the organisation's EHEALTH strategy.</p>
<p>12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB</p> <p>The Junior Desktop Analyst should be educated to HNC level or equivalent or have at least two years of EHEALTH experience within the specialist area.</p> <p>The post holder should have an appreciation of the business requirements of the NSS and combine this knowledge with finely tuned customer relation skills.</p>

History:

Version	Date	Comment
V1.00		Caje Ref: ASDEC07050
V1.1	Jun 2016	New format and updated section 3 and 4 to reflect realigned structure.
V1.2	Jan 2020	Updated role of department and formatting changes.
V1.3	Mar 2026	Updated org chart

