NHS Grampian

**Job Description**

# *SECTION 1*

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| *JOB IDENTIFICATION* | Must be completed |
| **Job Title:** | IT Support Engineer |
| **Department(s):** | ICT Services/eHealth |
| **Location:** | Aberdeen Royal Infirmary |
| **Hours:** | 37.5 hours per week |
| **Grade:** | Band 5 |
| **Salary:** | £24,670 - £30,742 per annum |
| **Contract:** | Temporary for 11 months |
| **Job Reference:** | CE009557 |

# JOB PURPOSE

To ensure a high ability in supporting Clinical and Administrative systems, implementing computer desktop software updates, after market support for all Clinical applications in relation to usage on local computer systems. Also included are installation and replacement of outdated computers, and printers, whole office moves and partial office move coordination to completion. Projects as required for larger movement of staff. All services, repairs, replacements are with the result of minimal downtime.

**Reactive-** Responding to and solving computer system faults or problems as they occur. This requires a high level of responsiveness, and overall awareness of typical service level agreements with faults responded to and resolved within a set time frame that reflects directly on the impact on patient care or business continuity.

Failure of an entire patient cares system for example has a target of 15 minutes response, 1 hour resolve.

**Proactive-** Undertaking the day to day technical support for the following, but not limited to: desktop computer systems, and peripherals applications across NHS Grampian.

**Projects-** Significant interaction with the customer is required during project implementation. Projects may include but are not limited to: Networking support during office moves, removal of old equipment, installation of replacement equipment, coordination of all aspects of equipment installation in direct support of patient care systems throughout Grampian. The post holder is expected to liaise with all customers involved in the project to ensure project completion in a timely manner, thus protecting continuity of service and allowing for minimal disruption to the customer. The ability to work as a team and autonomously is an essential requirement of the post.

Although the postholder’s work pattern mainly resides within Site Services, they will work within the Service Desk on a rota basis, providing additional skills to both resolve incidents and handover technical knowledge to Service Desk staff to ensure the level of customer service received is at a high standard, meeting SLAs.

# ORGANISATIONAL POSITION

**Site Services Team Leader**

**Senior IT Support Engineer (Elgin)**

**Senior IT Support Engineer (Aberdeen)**

**Outsourced Hardware Maintenance**

**IT Support Engineer X8**

**(This Post)**

## Customer Services

This is client/customer focused services as the frontline contact to deal with all 1st and 2nd line Client Support, Remote IT Support and Site Services support across Grampian. Customer Services are split into 3 delivery functions & responsibilities as follows;

* **Client Service Centre** - Providing a fully integrated service desk, for the provision of all Incident, Problem, Change, Release & Service Level Management. This section would look after User Account Mgt & Asset Mgt. The Service Centre also is responsible for Hospital Switchboard Services – Based at Foresterhill site in Aberdeen, Switchboard Services delivers a Grampian wide, fast response call handling and routing for all activity coming through the switchboard contact centre. It is the priority of the switchboard to accurately assess and route calls within seconds of receiving a call within strict call handling times. As part of this key service, Switchboard also deal with alarms, emergency staff call out and act as focal communication point in the event of a corporate response to major incident**.**
* **Site Services** - Support teams in Elgin and Aberdeen to cover all Field Support, Hardware Support and Installations, which would cover Desktop, Network and Server related activities. Outsourced 3rd Party Hardware support contract, review meetings to be managed by Customer Services Management.
* **Service Planning** – Oversees Service Level Agreements, Configuration Management of Touchpaper Service Desk System and the central coordination of all ICT Procurement and Licensing services, ensuring that the processes are in place to ensure that appropriate reporting around financial and licensing commitment.

# SCOPE AND RANGE

ICT Services encompasses the whole of NHS Grampian viz. 18,000 employees, working from over 120 premises, spread across Aberdeen Royal Infirmary, Royal Aberdeen Children’s Hospital, Aberdeen Maternity Hospital, Royal Cornhill Hospital, Dr Gray’s Hospital, 72 General Practices, 24 Community Hospitals, and a multitude of service departments including Council co-operatives and NHS Dental practices.

The overall aim of ICT services is to deliver and maintain a comprehensive integrated ICT 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.

ICT Services provides strategic leadership, direction and guidance across Grampian in all aspects of

Customer Servicesstrategy, policy to achieve its goals. They will ensure effective articulation of the strategy and its delivery.

The role of the ICT Services is to provide a whole system integrated supportive ICT environment for clinical service users across Primary and Secondary care. ICT Services works closely and engage with a wide range of staff to develop all aspects of clinical and business systems across NHS Grampian e.g. Clinical Systems, Telehealth, access to Radiology and Lab results, ECCI initiatives, Finance systems, Email and Internet access to get maximum benefit from them. They will work nationally and across regional boundaries to deliver effective services that benefit the patients and citizens of Grampian.

Provision of these services relies on a variety of inter-dependent and interoperable technologies that comprise the Networks, Telecomms, Videocomms, Telehealth, Servers, Desktop equipment and Applications. This underlying ICT Services Infrastructure requires ongoing proactive management to maintain reliability and availability. Interoperability of these systems is key in order to provide e.g. referrals from primary into secondary care or child protection messaging from local authority into health. The difficulty with specifying the “traditional dimensions” of IT posts is that, in general, the posts carry limited responsibility for staff and/or budgets. Wherever possible, such information is provided.

As IT becomes more and more important to the provision if healthcare services, consideration must be given to the responsibility carried by IT professionals in ensuring ready access to patient information across all aspects of the service.

**Business Dimensions :**

A number of the calls being dealt with are for failure of critical devices and can have a direct impact on the delivery of patient care.

**Technical Dimensions :**

Number of Personal computers 11000+ Number of printers 5000+

Number of other devices 700+

Number of Service Desk calls 4000+ per month

Number of customers to support approximately 18000+

Number of GP sites 72

Microsoft Product Set

Remote Management Tools (Altiriscms, SCCM)

Fileservers e.g. Unix, Windows 2008, 2012 & 2016 Clinical Systems (EMIS & Vision)

**ICT Services** Revenue Staff

£3.5M (plus additional non-recurring revenue) 90 + (all of who have a Grampian wide remit)

Total annual payroll £ 2.3M

eHealth Capital (2009/10) £ 2.5M (local and national funded projects)

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| **5. MAIN DUTIES/RESPONSIBILITIES** | | |
| **Onsite Support**  To provide a desk-side support and maintenance service on a variety of desktop hardware and software applications, including operating system, applications and system administration functions.  Post holders travelling to remote sites such as community hospitals, GP surgeries will require to demonstrate knowledge of :   * Data Communications equipment and cabling * Server operating systems * Hardware faults | 40 | * Up-to-date and wide IT knowledge (see. 13 Knowledge Training and Skills) * Problem solving and in depth investigative skills * Good time management and organisation skills. * Customer aware and service orientated * Ability to establish relationships at all levels quickly and effectively * Excellent communication and interpersonal skills * Good influencing skills * Highly self-motivated * Recognise when a problem is outside their current capabilities |
| **Remote Support**  Make extensive use of a variety of remote management tools to provide a first time fix. The post holder must balance the time to fix remotely with his/her incoming workload to maximise the service level performance.  The post holder must continually assess the faults they are handling to recognise when :  Y He/she does not have the necessary skills and seek guidance  Y there is a need to involve specialists from other technical teams or  Y it is more appropriate to pass the call on for a site visit.  By balancing these factors, aim to maximise the number of calls that are closed quickly and well within the service levels using remote tools. | 30 | * Up-to-date and wide IT knowledge (see 13. Knowledge Training and Experience) * Good working knowledge of remote management tools. * Problem solving and investigative skills * Customer aware and service orientated * Excellent telephone manner * Good visualisation to solve issues by phone or using remote tools. |
| **Installations**  To set up and install new and existing desktop hardware, software and peripherals.  To bring into service existing network outlets and patch both active and passive network components. | 10 | * Up-to-date and wide IT knowledge (see 13. Knowledge Training and Experience ) * Problem solving and investigative skills * Customer aware and service orientated * Ability to establish relationships at all levels quickly and effectively * Excellent communication and interpersonal skills * Good negotiation skills * Highly self-motivated * Good time management and organisation skills. |

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| **Project Co-ordination**  As the post holder gains more experience he/she will be asked to assume responsibility for implementing IT projects typically involving the deployment of desktop equipment to meet business schedules.  Desktop projects may vary from the relocation of a small department’s PCs to managing the move and installation of several hundred desktop devices. The level of project being co-ordinated will be determined by the relative experience of the post holder. | 10 | * Planning and organisation skills * Resource and man management skills * Flexible and resourceful in handling conflicting priorities. * Good influencing skills * Excellent communications and interpersonal skills. * Customer aware and service oriented |
| **Quality Procedures**  Assist with the development of new and improve existing software installation procedures, including log-in and remote update scripts | 10 | * Up-to-date and wide IT knowledge (see 13. Knowledge Training and Experience) * Comprehensive knowledge of remote management tools. * Attention to detail |
| **6. SYSTEMS AND EQUIPMENT** | | |
| Below is a general listing of the overall aspect of services and number of units supported by the post holder:   * Number of Personal computers 11000+ * Number of printers 5000+ * Number of other devices 700+ * Number of Service Desk calls 4000+ per month * Number of customers to support approximately 18000+ * Number of GP sites supported 72 * Microsoft Product Set * Remote Management Tools (Altiriscms, SCCM) * Fileservers e.g. Windows Server R2 2008, 2012 & 2016   Note: For the GP Practices specialised Clinical Systems software such as EMIS and Vision must also be supported in these sites.  A major part of the job function involves maintaining, and implementing new IT Systems for customer through out NHS Grampian including GP sites. It is the post holder’s responsibility to develop new work procedures and practices where applicable (Example: New fixes for known problems, new methods for common IT faults, this documentation is shared both orally and in written format.), disseminate these documents and procedures with the team and across areas when applicable.  Post holder is responsible for installing, maintaining and supporting systems throughout Grampian:  Examples of this are; Desktop PC’s and Laptops, Printers, Servers, Windows applications, and specialized software developed by Grampian staff (see 13. Knowledge Training and Experience Requirements) | | |

**7. DECISIONS AND JUDGEMENTS**

It is the post holders’ responsibility to manage his work in a highly organized manner. Communications with members of staff and with the customer are essential at all times. The post holder may use, email, phone or written communication to maintain communication as required.

Once a customer problem has been assigned to the post holder is it then their responsibility to manage the work flow to meet expected Service Level Agreement (SLA) responses. Post holder should be aware of any call that has moved out of SLA and act appropriately to resolve the call, full knowledge of SLA priority is required by the post holder.

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| The post holder will have the freedom to decide on the priority of and approach to each customer incident allocated, while working within the constraints of the Service Level Agreement (SLA). The post hold will be expected to be “self motivated” and manage their own time in an effective and responsive manner, escalating any issues through management when required.  The post holder is expected to demonstrate a strong initiative and motivation to manage their workload and deliver a customer based responsive service.  Post holder is expected to fully analyse and fault find all problems presented. Post holder is expected to fault find at a highly accurate level, with an accuracy level that meets “first time fix” in most events.  Post holder is required to utilise all resources available, as there may be many solutions for the problem that is presented. Researching problems by utilising the internet, using previously prepared written documentation with fault discovery solutions, if no solutions are currently available or if information is out of date post holder is required to prepare such documentation with a high degree of accuracy, and in complete detail. When information is completed post hold is required to provide same to other staff members. In all cases post holder is expected to find the best solution for the customer, in a timely manner and within SLA requirements as set by policy.  The post holder will normally be allocated incidents in accordance with their experience and/or current workload and will be expected to manage their workload to meet service level priorities. As part of their on-going development, post holders will be allocated calls that will expand their current level of expertise.  Where possible resolution should be completed by accessing the system remotely, or by phone or by using a variety of remote management tools. Calls are normally assigned by post holders manager, however if a call can be resolved by another team member or another team the call is then assigned by the post holder to that individual with the appropriate notification. This requires a high degree of communication between all teams and at all levels. It is the expectation the post holder coordinates fully with other team and other staff members at all times.  To be able to meet service levels at remote sites, the post holder must have the breadth of skills to handle basic server and network faults. With telephone assistance from specialists support teams in the department where required they will be expected to :   * Diagnosis and swap out faulty hardware * Diagnosis and provide on-site fixes for server and network issues * Install and patch network equipment   The post holder will be required to assume responsibility for project activity such as department moves or new kit rollouts, liaising with the customers and scheduling resources and coordinating all phases of the move necessary to meet the demand. |
| **8. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder is required to take a lead role in communicating directly with often highly technical information regarding the Trust Systems both current and proposed. Utilisation of the Touchpaper incident management system to coordinate on site visits and calls with the customer based on SLA systems in place and work within this strict time frame. Customer requirements for response are to also be taken into consideration with organising site visits or calls. Methods of communication include, telephone, face to face, or at times meetings with larger groups.  Many customers are not technically oriented; post holder must take into account the relative experience and knowledge of the customer and convey information in a manner that is clearly understood according to the situation.  The post holder is required to document work that has been completed, and provide same to both the customer and to the management staff. The post holder is to provide complete and accurate and detailed documentation of all changes made regarding customer based systems, this information when required is to be shared across areas where required providing a continuity of information for all levels of staff involved. |

# 9. PHYSICAL DEMANDS OF THE JOB

## Physical Skills:

Must hold a valid driver’s license.

Nature of job requires a high degree of Typing Speed & Accuracy. Manual handling skills (Moving Equipment)

## Physical Effort:

The post holder is required to regularly lift and move desktop hardware (PC’s, Printers, Monitors) when either attending a reported fault or when involved in moving, installing and removing large numbers of items in a project environment. Often as a result of a customers’ limited workspace, the devices can be sited in awkward locations

e.g. under desks or in cramped spaces.

Moving without benefit of other types of mechanical aid, (Servers 25-30kg, Monitors 10kg, Desktop Computer Systems 10-12kg, Printers and other large bulky computer items 30-35kg.) Lifting and moving equipment and other items of furnishings to gain access to computer systems during installations.

Moves occur 20-30 times a month on a frequent basis (= to 5-7 times a week most workdays) as computer systems and office moves continually occur and are a reoccurring part of post holders work rota.

**Mental Effort:** Post holder can be called away from current task/activity without warning as and when priority situations occur. When working with fault finding post holder is required to spend long periods of time (up to 7.5 hours per day) continually concentrating on problems, mainly using and focusing on VDU screens, and other related computer equipment.

Concentration, precision and accuracy are required for all areas of job for most every shift (solving problems, producing written documentation, with very high degree of oral communication with customer and other team members) Testing installation of newly produced software, and taking detailed notes of problems for other team members and developers for resolution of any errors is also essential.

**Emotional Effort**: Post holder regularly deals with difficult customers. It is the post holders responsibly to find a workable solution for the customer and deal with the problems or issues in a diplomatic and calm manner. The post holder is also responsible for escalating any issues to managerial staff when appropriate.

**10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

The post holder is required to deal with customers who may be feeling stressed when faced with work delays and missed deadlines due to IT equipment problems, or being unfamiliar with the operation of IT hardware and software packages overall. This can be manifested in an aggressive approach toward the post holder while attending to the customer’s queries.

The rate of change in ICT means that the post holder is required to keep abreast of the continual and often sudden changes in technology, which is compounded, by the wide variety of age and equipment being supported across NHSG. As the last line of support for the customer the post holder is relied upon for immediate response to any query and to assist the customer in finding an appropriate fix or alternate work around so that work may proceed.

The post holder will frequently find the need for a diplomatic approach when faced with negative communication from the customer. With the post holder escalating the customers issues to management level as required.

# 11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

**Knowledge Training and Experience** – Educated to Degree Level in computing discipline or equivalent experience.

Indication of the scope of required knowledge is included in this section. The work of the department is heavily dependent on the use of the Landesk incident management system in which the post holders utilise this system in order to track their work in progress. The post holder must also maintain records for hardware inventory. Previous experience in the health service a benefit. Specialist knowledge is required as stated, including but not limited to:

**Keyboard Skills RSA2 Equivalent**. When installing software and resolving faults and documenting procedures, the post holder is required to have effective keyboard skills and must demonstrate a high degree of accuracy.

## The Post Holder should also have the following skills/attributes:

**Knowledge Training and Experience** – Educated to Degree Level in computing discipline or equivalent experience.

Indication of the scope of required knowledge is included in this section. The work of the department is heavily dependent on the use of the Landesk incident management system in which the post holders utilise this system in order to track their work in progress. The post holder must also maintain records for hardware inventory. Previous experience in the health service a benefit. Specialist knowledge is required as stated, including but not limited to:

**Keyboard Skills RSA2 Equivalent**. When installing software and resolving faults and documenting procedures, the post holder is required to have effective keyboard skills and must demonstrate a high degree of accuracy.

## The Post Holder should also have the following skills/attributes: Proven Working Knowledge of experience of -

Installing and maintenance of Microsoft Windows 7, 8.1 and 10

Installing and maintenance of but not limited to - Hewlett Packard desktop systems and printers, Apple Ipads, Kodak and Brother scanners and Zebra label printers

Administrative systems including Active Directory, Altiriscms/SCCM

Installing and maintenance of Office 2007, 2013 and 2016

## Awareness and Experience with -

Altiris, SCCM, Bomgar remote management tools. Disaster Recovery systems

Good interpersonal skills, calm and self confident to work effectively under pressure and under tight response requirements.

Ability to work independently or as part of a team. Flexibility to meet the changing needs of the business.

Ability to be inventive, providing solutions for problems with “first time fix” result. Firewalls and Security

Excellent Organisational and problem solving skills

Ability to work in high pressured situations responding to urgent requests within SLA response time. Full UK driving license

Business Requirements and Technologies

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|  | **PERSON SPECIFICATION** | |
| The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below. | |

# POST/GRADE: IT Support Engineer - Band 5

**LOCATION/HOSPITALS: IM&T Building, Foresterhill**

**WARD/DEPARTMENT: Infrastructure Division, eHealth**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications |  | Educated to Diploma level in a Computing discipline or relevant experience |
| Experience | 2 years relevant experience in a large complex support environment with knowledge of Microsoft packages,  Operating Systems, terminal services and other various desktop products. | 3 year’s relevant experience in a large complex support environment with an understanding of Microsoft packages, operating systems and other desktop products. Exposure to the fundamentals of Data Networking and Servers. |
| **Special Aptitude and Abilities** | Good problem solving skills  Time Management  Good people & communications skills  Customer aware & service orientated | Organisational project management skills. |
| **Disposition** | Enthusiastic, self-motivated and be able to use own initiative  Good team work and ability to work on their own within a team environment  Ability to establish relationships at all levels quickly and efficiently.  Concentration and accuracy is required at all times. | Ability to establish relationships at all levels quickly and efficiently  Ability to challenge |
| **Physical Requirements** | Current Full UK driving license  Ability to lift Computing equipment |  |
| **Particular Requirements**  **of the Post** | Ability to work and remain calm under pressure.  Ability to learn quickly  Ability to work to tight SLA time-scales | Ability to learn and work within complex organisational structures. |

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| **MAJOR RISKS IN DOING THIS JOB** |
| *Please indicate the major risks the job holder could face in doing this job e.g. lifting patients/objects, working with hazardous substances, dealing with violence and aggression.*  The post involves frequent lifting and moving IT hardware, which involves safe handling techniques to avoid injury, (Servers 25-30kg, Monitors 10kg, Desktop Computer Systems 10-12kg, Printers and other large bulky computer items 30-35kg.)  *If there are no major risks for the job holder please tick this box* |