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Job Description

Job Description Reference: JD571

**Title of Post: IT Support Analyst**

**Band: AfC Band 5**

**Reporting to: As detailed in Conditions of Service**

**Location: As detailed in Conditions of Service**

1. **Job Purpose**

To provide Information and Communication Technology (ICT) support to all staff across Healthcare Improvement Scotland (HIS) and be responsible for resolving technical problems with all corporately issued hardware (laptops, mobile phones and tablets) and installed software within the timescales specified in the Service Level Agreement (SLA).

The post holder is responsible for the development, installation, testing and maintenance of all software information systems, desktop PCs, laptops, mobile phones, tablets and other IT solutions in use by HIS.

They are responsible for maintaining, and contributing to, a set of Standard Operating Procedures (SOPs), policies and systems documentation.

They are also responsible for implementing, and providing continuous improvements to, the rolling replacement projects for laptops, mobile phones and tablets.

1. **Job dimensions**

HIS drives improvement in the quality of health and social care for all people in Scotland. Our work supports the 2020 vision for Scotland where people are able to live longer healthier lives at home, or in a homely setting.

The post holder is accountable to one of the Senior ICT Analysts.

Impacts upon the total NHS Scotland budget £11b (approx.)

HIS budget £34m (approx.)

Directorate budget £6m (approx.)

Directorate staff (WTE) 100 (approx.)

Digital Services Group staff (WTE) 18 (approx.)

ICT Team staff (WTE) 7 (approx.)

* There are over 600 direct users of HIS ICT services with more, indirect, but significantly dependent, users across NHS Scotland in Trusts and Boards.
* HIS ICT have direct responsibility for over 1,200 end-points (laptops, mobile phones and tablets) as well as 50 essential servers running on premise, virtually and in the Cloud.
* HIS ICT has direct responsibility for both the HIS Local and Wide Area Networks, as well as the IP telephony system.
* HIS ICT have direct responsibility for the administration of all HIS user accounts on the NHS Scotland M365 tenant.
1. **Key Result Areas, or Main Tasks Duties and Responsibilities**
2. Install, test and maintain all corporately issued HIS laptops, mobile phones, tablets, software and all peripheral devices. This involves installing a standard software build to every laptop and tablet, creating a bespoke software pack for members of staff, testing everything, issuing to staff and then personally communicating with each staff member to ensure that the laptop or tablet and mobile phone works as intended, they are comfortable in their use and know how to access all relevant HIS ICT systems. Maintenance work will involve the installation of any additional software over the lifetime of the laptop or tablet.
3. Provide technical support to users throughout HIS (on premise, local offices and home workers) on a daily basis. Respond to a variety of user issues involving both hardware and software problems, adopting an analytical approach to identify the cause, select and implement the most appropriate solution. This entails working as part of a team to review and resolve approximately 450 calls per month.
4. Perform routine ICT administration tasks on a daily basis. This includes account management for all HIS staff and approximately 217 Joiners/Movers/Leavers per year on both on premise Active-Directory and Cloud based Microsoft 365 environments, software licence management for each new piece of software installed, asset inventory management for all corporate devices (laptops, mobile phones and tablets) and strict monitoring of anti-virus software.
5. Responsibility for the management of the Joiner/Mover/Leaver process for all new employees including local network account, Microsoft 365 account creation or transfer, provision of laptop/tablet, mobile device, VPN token, bespoke software installation and configuration of required software and appropriate network and file permissions. This also includes the organising and co-ordination of laptop delivery, as well as the ordering of mobile phones, to suit individual start dates. There are approximately 70 new starts per year.
6. Manage the progression of multiple tasks where unexpected events may necessitate the immediate switching of tasks without warning in response to urgent requests, e.g. email phishing, virus attack or systems failure.
7. Be fully proficient in the operation, configuration, repair and maintenance of a wide variety of specialist computer hardware and software optimising service delivery and business continuity and reducing costs involved in third party support.
8. Work with fellow ICT Support Analysts to prioritise approximately 450 helpdesk calls per month and assign to the appropriate members of the ICT team. Escalate issues to the Senior IT Support Analysts where required in order to provide an efficient helpdesk support service to the organization.
9. Works with the Senior IT Support Analysts to identify solutions to server problems, ensure that these are dealt with quickly and efficiently and the impact on the organisation is minimised. This work involves utilising checklists and recording solutions for audit purposes.
10. Installation of new hardware and software via participation in strategic projects, this involves the autonomous delivery of all operational projects and the maintenance of the hardware and software in use by HIS. For example, this includes both (i) delivery of the hardware refresh projects for 100 corporate laptops per year as well as mobile phones and tablets as part of the delivery of the work programme and (ii) provisioning approximately 70 new starts per year with appropriately configured corporate devices and access to HIS systems to suit individual start dates.
11. Responsible for the delivery of appropriate project documentation for the hardware refresh and new start projects. Also responsible for implementing and contributing to departmental SOPs and policies, proposing developments to these where customer service or team efficiency will be improved which not only positively impacts the ICT Team but all directorates and their teams across HIS. All of which will be reviewed by the Senior IT Support Analysts.
12. Regularly test potential IM&T solutions for staff across all HIS directorates, recommend the purchase of the required hardware and software and have joint responsibility, with the other IT Support Analysts, for the management of the organisation’s hardware and software assets via regular audits and the management of these records/documentation.
13. Raise purchase orders on the electronic purchasing system to ensure that goods and services are delivered following NHS Scotland procurement rules.
14. Keep up-to-date with new and emerging technologies by undertaking research and development as required.
15. Provide support and training to all new HIS employees, as part of their induction, and to staff across HIS to ensure they can carry out the duties of their post, facilitated by IT systems, effectively.
16. Maintaining confidentiality, particularly in relation to all data within HIS systems, by adhering to organisational policies in conjunction with GDPR, Data Protection Act, NHS Code of Practice on Patient Confidentiality and Freedom of Information legislation.
17. Liaise with staff across all HIS directorates to gather information on technical requirements or issues. Provide technical advice ensuring complicated technical issues are clearly explained and understood. The post holder will also be required to communicate the solutions applied both verbally and in writing, within the ICT Team and with the staff member, in a manner that leaves the staff member with a greater understanding of the application or hardware they are utilising.
18. Liaise closely with colleagues within the HIS ICT department, all NHS Scotland Boards ICT Departments (for example to manage the NHS Scotland National Joiners/Movers/Leavers process) and with 3rd party suppliers to make the best use of available resources and optimise service delivery ensuring two-way communication and understanding of complex technical issues.
19. **Equipment and Machinery**

IT equipment used and supported (tested, installed, repaired and maintained) across all HIS directorates on a daily basis to source relevant knowledge and documents includes the following:

* Desktop PCs, Laptops, monitors and docking stations
* Mobile and smart phones
* Tablets e.g. iPads, Surface Pros
* Audio visual equipment
* Data Projectors
* Digital Cameras
* Printers
* Servers
1. **Systems**
* Involved in the regular testing, implementation, maintenance, support and rolling replacement of all ICT information systems and solutions across the organisation incorporating:
	+ Operating systems (Windows [all versions], IOS and Android)
	+ Office suite (all versions including Skype for Business)
	+ M365 (for example Teams, OneDrive, SharePoint Online, PowerBI etc.)
	+ Active Directory, data backup, antivirus, asset tracking, helpdesk software, print solution, online remote support and VPN client
	+ Non-standard user software (Adobe, Endnote, SPSS, Reference Manager, PerfectIt, MS Visio, MS Project, R studio, HIS time sheets, in-house database systems and any other user requested bespoke software)
	+ Support access to all National ICT systems – PECOS finance system, eESS, Jobtrain, TURAS, ePayroll, Workforce, LearnPro, SWAN portal and SSTS
	+ Use of all national procurement systems for the purchasing of hardware and software (e.g.) SoftCat, ProBrand, XMA, HP etc.
	+ Communications infrastructure (HIS wired network, HIS Wi-Fi network, home workers and Community Engagement local offices)
* Uses the document Management system, both paper and electronic, to comply with GDPR, Data Protection Act, NHS Code of Practice on Patient Confidentiality and Freedom of Information Act
* Utilises the performance management development system and e-KSF/TURAS in order to ensure the development of a personal development plan and that training needs are identified and addressed
* Utilises time management and leave systems
* Maintains records of internal/external training events/conference attendance
* Utilises the incident reporting systems to ensure that Health & Safety and risk management procedures are adhered to
1. **Decisions and Judgements**

The post holder reports to one of the Senior IT Support Analysts and works autonomously within a broad framework of annually agreed objectives and performance review.

The IT work programme will be communicated on a monthly basis. The post holder plans and manages their own workload to ensure delivery of the IT work programme and that agreed outcomes are achieved within the timescales specified in the SLA. To ensure optimum service delivery the post holder will prioritise his or her own workload.

Where there may be an impact on successful delivery of the IT work programme, the post holder is expected to actively identify and implement solutions, using their discretion, initiative and problem-solving skills to resolve any issues, escalating matters to senior staff as appropriate.

Work may also be referred by the Senior IT Support Analysts as well as ‘business as usual’ work generated by requests made to the IT Helpdesk and from current Digital projects.

The constraints that exist are defined by the organisational policies, NHS Scotland policy and/or legislation and the high dependence on NHS Scotland staff and external agencies in the delivery of the work programme.

1. **Communications and Working Relationships**
* The post holder will have well developed communication and interpersonal skills which are necessary to promote and facilitate the work of the organisation and, to develop and maintain effective professional relationships for direct contact with a wide variety of individuals from within NHS Scotland and the full range of professional and public organisations and individuals involved in the work of the organisation.
* The post holder uses a diverse range of communication methods e.g. email, Teams messaging, fax, telephone and face-to-face communication with the internal and external groups listed below. The post holder communicates solutions, within the department and with the customer, in a manner that leaves the customer with a greater understanding of the application or hardware they are utilising.
* There may be an occasional requirement to deal with challenging, emotive or sensitive situations. The post holder is expected to recognise when it would be appropriate to escalate communication in these situations.

**Internal**

## All staff within Healthcare Improvement Scotland, including senior managers and staff within other directorates, on a day-to-day basis in line with the work of the ICT Team.

## The post holder will communicate on a daily basis with colleagues within the Digital Services Group to ensure customers are provided with integrated solutions from the Digital Services Group.

**External**

## External suppliers of equipment and companies who provide maintenance services whilst utilising the established maintenance contracts or sourcing costs as required.

## External suppliers who provide knowledge bases on various technical topics.

## Liaise closely with colleagues in all NHS Boards for the management of the NHS Scotland National Microsoft 365 Joiners/Movers/Leavers process to ensure timely on-boarding of new starts and that Cloud data is not lost when moving staff between different NHS Boards.

## All NHS Boards (this includes but is not limited to liaison regarding Community Engagement offices at all territorial Boards) and NHS Operating Divisions

1. **Physical, Mental and Emotional Demands of the Job**

**Physical Effort**

* + - The post holder will 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 is a frequent (daily) feature of this post, with the building and repair of laptops. Additionally, ICT equipment will need relocation on regular basis.
		- Working in an environment with direct contact to dust and dirt on a frequent basis through (i) the repair and upgrading of laptops and desktop PCs and (ii) the checking/replacement of cable connections under desks. In addition, the post holder will work in Comms rooms where there is more heat and noise than in an office environment.
		- The post holder will be required to rebuild PCs/laptops or replace specific parts (using small tools and manual dexterity) to resolve some issues.
		- Standard keyboard skills

**Mental Effort**

* + - Prioritises competing demands of managing a complex workload within strict timescales.
		- Concentrated mental effort in the investigation and resolution of technical problems. This will involve the analysis and appraisal of verbal, written, printed and online information from a variety of different sources.
		- Deals with frequent interruptions and transferring thinking quickly between varied and often conflicting tasks.
		- Responding to a range of complex problems that require the post holder to apply analytical skills

**Emotional Effort**

* + - Meeting the competing demands and expectations of service users. This can sometimes involve responding to emotive challenges or negativity from stakeholders in relation to the work of the ICT department in a sensitive and professional manner while ensuring that an effective service is delivered.
		- Sensitivity to people with differing/special needs and circumstances
		- Ability to keep one’s own emotions under control when dealing with conflicting situations in a pressurised environment
1. **Most Challenging/Difficult Parts of the Job**

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.

The above mix of workload and the overall volume that it represents needs to be managed and undertaken in a manner, which results in the best possible service being delivered to the customer base.

The overall volume comprises, an average of 450 calls per month to the Helpdesk and preparing approximately 250 new laptops and tablets per year for (a) Joiners/Movers/Leavers [200 staff] and (b) replacements due to hardware and software break/fix issues and recycling leavers equipment [150 laptops] per year.

Implementing policies and technological solutions in a manner which complies with the organisation’s IM&T strategy

Establishing and maintaining effective working relationships with a range of healthcare professionals, dealing with differing opinions and priorities in a sensitive, diplomatic and professional manner.

Knowledge acquisition of ICT subject matter, often within a short timescale.

The flexibility required to work with an evolving and expanding national ICT agenda.

1. **Knowledge, Training and Experience Required to do the Job**
2. The post holder will have a relevant Degree qualification in a technical IM&T related discipline or comprehensive proven experience in a relevant IM&T discipline
3. The post holder will have or be expected to work towards an appropriate Microsoft Certification
4. Knowledge of current Windows operating systems
5. Good organisational skills, including prioritising workload and managing competing demands
6. Excellent interpersonal, communication (written and oral) and customer service skills along with the ability to build relationship networks and negotiate and influence multi-disciplinary teams
7. Analytical and problem-solving skills
8. Diplomacy and discretion
9. The ability to work on their own initiative within established parameters and decide when to escalate to the Senior ICT Analysts
10. Up-to-date and relevant knowledge of developments in both hardware and software
11. The post holder will also be self-motivated, analytical, a team player, comfortable with the trouble shooting aspects of the role and willing to learn and to share knowledge
12. The post holder should have an appreciation of the business requirements of HIS and combine this knowledge with finely tuned customer relation skills