



JOB DESCRIPTION TEMPLATE AND GUIDANCE NOTES FOR WRITING

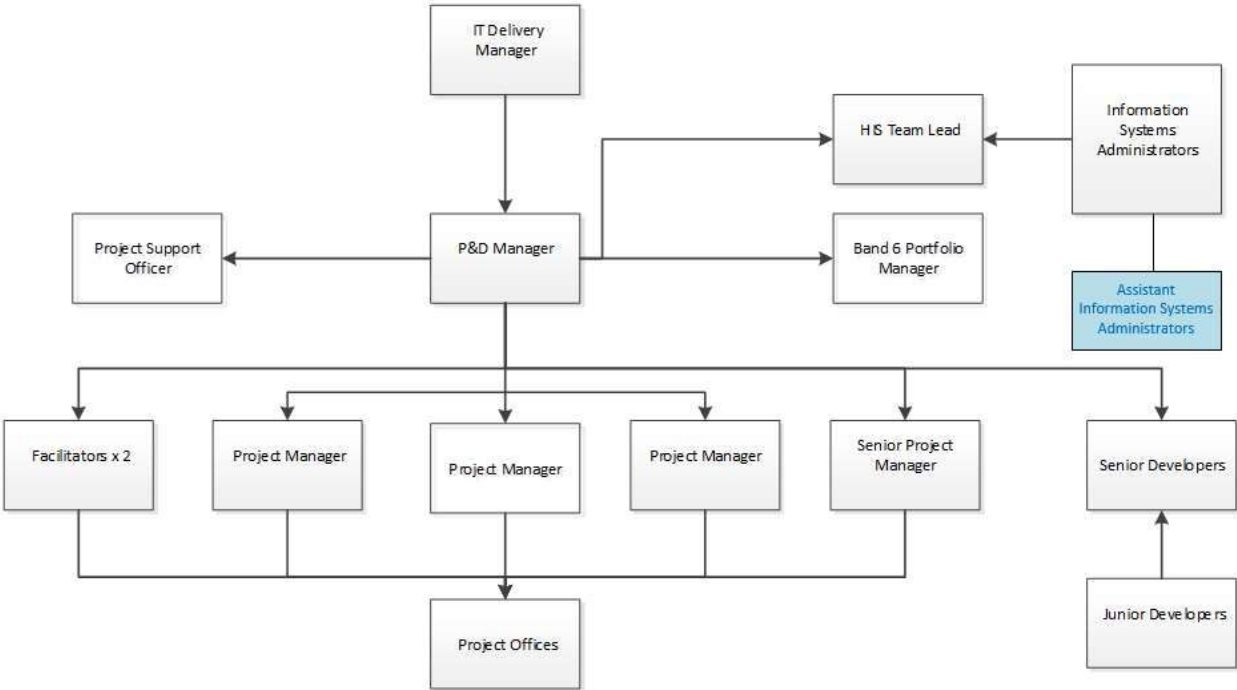
1. JOB DETAILS

**Job Title:** Assistant Information System Administrator  
**Responsible to:** IM&T Projects & Development Manager  
**Department & Base:** IM&T- NHS Borders, Huntlyburn Terrace, BGH Campus, Melrose  
**Date this JD written/updated:** July 2025

2. JOB PURPOSE

To provide operational support for some of NHS Borders key e-health systems i.e. TrakCare PMS, EMIS Web, SCI Store/Gateway, WardView and System View, so that clinical and management information is available to meet the needs of patient care, clinical governance and business objectives.

3. ORGANISATIONAL POSITION



#### 4. SCOPE AND RANGE

The post holder plays a vital role in the management and data quality of NHS Borders' Health Information Systems, including TrakCare (PAS) and EMIS Web, supporting systems critical to clinical care for a population of 106,000 and approximately 1,200 users per platform. They oversee core operational tasks such as user account administration, data validation, extract submission, and ongoing system maintenance within a business-as-usual environment.

Using sound judgement and analytical skills, the post holder diagnoses and resolves system issues — often liaising with third-party vendors, and identifies inaccuracies in patient records that may affect care, ensuring appropriate corrective action or escalation to external bodies where necessary.

This role sits within NHS Borders' IM&T Department, which delivers integrated support across health records, system administration, infrastructure, training, and data protection. The department's mission is to optimise clinical and business outcomes through technology, aligned to strategic objectives locally and nationally.

The position contributes directly to maintaining secure, reliable clinical and administrative systems used by approximately 1,500 NHS Borders staff

#### 5. MAIN DUTIES/RESPONSIBILITIES

- To provide day to day operational support and maintenance of e-health systems
- To be involved in quality testing of new software releases.
- To provide support for system users and to see that problems are resolved as quickly as possible, calling in appropriate support either locally or from the software supplier to ensure that staff are inconvenienced as little as possible and can continue to work efficiently.
- To set up and maintain user accounts and access levels on all e-health systems in line with the Data Protection Act and Caldicott Guidelines, and complying with the organisation's IT Security Policies.
- Create and maintain clinic templates, system letters and clinic sessions
- General system housekeeping
- To assist with the development of local training material for key e-health systems
- To support staff of all disciplines in developing advanced skills on e-health systems
- To process and upload SMR returns in line with National Guidelines
- To design and process relevant reports
- To assist in the set up and maintenance of reference files on TrakCare PMS and EMIS Web.
- To support clinicians and management by assessing user requirements and identify best means to capture these.
- To liaise with internal and external maintenance engineers regarding PAS systems hardware

and software issues

### General

The post holder will play a key role in developing and maintaining system support procedures that enhance data quality across NHS Borders' Health Information Systems.

This role requires a creative and analytical approach to resolving system-related issues, ensuring solutions are effective and sustainable. The post holder may provide guidance and support to various frontline administrative and clinical staff — including medical records, A&E reception, out-of-hours clerical teams, ward clerks, and medical secretaries — to uphold consistent and accurate demographic data across systems.

Regular auditing of data quality, particularly with regard to the correct application of the CHI number, is a core responsibility. The post holder will routinely review data for accuracy, completeness, and consistency — verifying changes to demographic details, preventing duplication, and producing reports (e.g. CHI compliance) using Excel where required.

In addition, the post holder will apply problem-solving skills and critical thinking when examining system behaviour to uncover data quality issues, even when surfaced outside of standard workflows. Clerical support for the Health Information Systems team will also be provided as needed.

## **6. SYSTEMS AND EQUIPMENT**

### Communication systems used to manage project work and liaise with Support, Training and Users

- Email – Outlook and NHS mail

### Systems utilised (not exhaustive)

- TrakCare PMS, EMIS Web, SCI Store/Gateway, WardView, System View
- Microsoft Office Computer Systems – Word, Excel, Outlook
- TopDesk
- PAS system printers and local printers
- Paper filing systems

## **7. DECISIONS AND JUDGEMENTS**

The post holder will:

- Acts independently, within appropriate guidelines, to answer enquiries, to find solutions to problems
- Assess risk, deciding when it is necessary to refer to the line manager.
- Plan and organises own tasks and activities, which may require adjustment due to urgent problems arising and frequent interruptions.
- Work with accuracy and with attention to detail to make sure important details are not overlooked.

## **8. COMMUNICATIONS AND RELATIONSHIPS**

The post holder communicates largely in verbal or email form with a wide range of NHS clinical and administrative staff. Within NHS Borders this includes clinical staff of all disciplines in hospital or community settings, admin and clerical staff in clinic, ward and medical records settings, and staff of the IM&T Department. Out with NHS Borders, this includes Practitioner Services Division of the Scottish Health Service, Information and Statistics Division of the Scottish Health Service and general practice staff. Post holder will also liaise closely with the 3<sup>rd</sup> party system suppliers. Communication largely relates to system management, faulty investigation/resolution and data quality/discrepancies in data.

## **9. PHYSICAL DEMANDS OF THE JOB**

This role requires prolonged periods of seated work at a keyboard, including activities such as reviewing system deliveries, testing systems, and managing email communications. It may also involve occasional handling of lightweight equipment. Periodic travel, including driving to meetings and various locations within NHS Borders, is also required.

The position demands a high level of concentration and attention to detail, particularly when implementing system changes to ensure accuracy and effectiveness.

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

Challenging parts of the role includes firstly becoming sufficiently technically proficient on all Health Information Systems to provide effective systems management and support.

Secondly is becoming proficient in the diverse range of systems used, recognising, where appropriate, the links between the systems and sources of information which could, if inaccurate, translate into poor quality data on other systems.

PERSON SPECIFICATION

**For the post of Information System Administrator**

Below are the essential knowledge, training (including qualifications) and experience required to do this job.

**ESSENTIAL**

1. Knowledge of NHS Borders systems, or relevant experience with similar systems.
2. Ability to communicate effectively with all levels of staff on information issues
3. Ability to understand and use Microsoft office, client, server and web enabled software
4. Good analytical and problem solving skills
5. Highly developed organisational skills (including ability to prioritise own work effectively).
6. High level of oral, written and IT communication skills.
7. Understanding of the importance of good data quality
8. Ability to relate in a helpful manner to customers of all levels and IT ability and to command their confidence.
9. Ability to work independently, on own initiative and as part of a team.
10. High level of confidentiality
11. Ability to juggle competing tasks, often in a critical situation.

**DESIRABLE**

1. NHS Experience
2. An understanding of the data contained on the organisation's key patient information systems (TrakCare, EMIS Web, SCI Store, SCI Gateway, ECS and CHI) and the relationships the systems have with each other.
3. Some systems management experience would be preferable
4. Assertive and confident, with drive and enthusiasm