

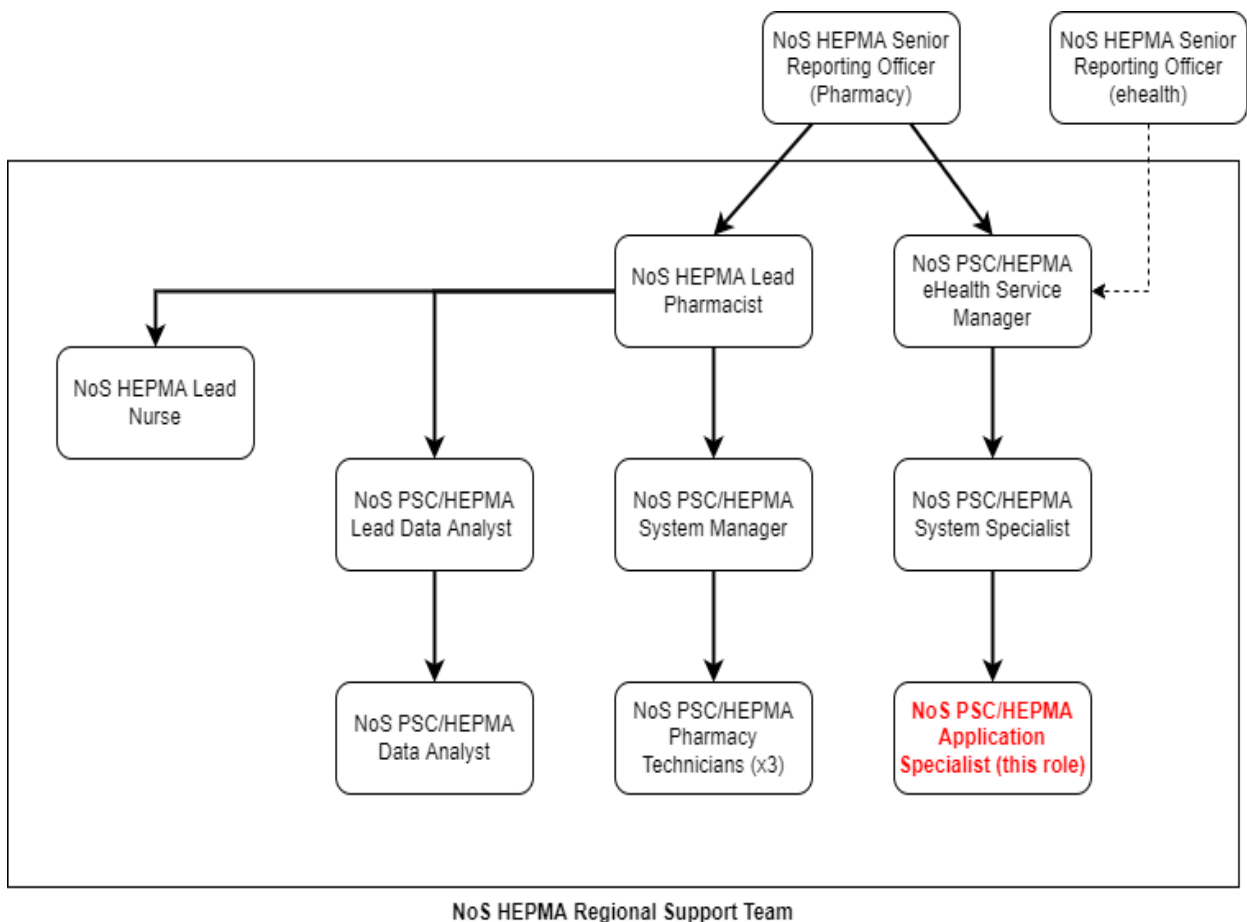
**SECTION 1**

	<p><b>JOB IDENTIFICATION</b></p> <p><b>Job Title:</b> North of Scotland(NoS) Hospital Electronic Medicine Prescribing Administration(HEPMA) Application Specialist</p> <p><b>Department(s):</b> NoS Regional HEPMA Service, Pharmacy, Hosted by NHS Grampian</p> <p><b>Location:</b> Foresterhill House, Aberdeen Royal Infirmary / other acute Hospital site in NoS region.</p> <p><b>Hours:</b> 37 Hours per week</p> <p><b>Grade:</b> Band 6</p> <p><b>Salary:</b> £41,608 - £50,702 pro rata per annum</p> <p><b>Contract:</b> Permanent</p> <p><b>Job Reference:</b> NS226985</p>
	<p><b>Job Purpose</b></p> <p>The post holder will provide comprehensive day to day support for Hospital Electronic Prescribing Medicines Administration (HEPMA) &amp; Pharmacy Stock Control (PSC) and participate in system operations and contribute to the ongoing development of these systems. The post holder will have a good understanding of a range of applications across all 6 boards and how developments and changes to the HEPMA &amp; PSC systems may affect them.</p> <p>The post holder will be part of the NoS HEPMA team responsible for the day to day support of the service, and will work with the Systems Specialist to resolve system issues as they arise particularly with escalations to the key suppliers with regards to applications support and cloud infrastructure hosting support.</p> <p>The post holder will provide ongoing regional 3<sup>rd</sup> line systems support &amp; development for HEPMA and PSC systems across 6 health boards, North of Scotland (NoS) wide. To ensure the continued provision of a high quality computerised service to users in all disciplines within NHS NoS boards. To take ownership of user issues, research, diagnose, troubleshoot, identify solutions and escalate when required. Contribute to the ongoing development of HEPMA &amp; PSC systems and implementation of new functionality</p>

and upgrades. Carrying out system testing of both HEPMA & PSC software releases to ensure they are bug free and fit for purpose. Creating testing scenarios & test scripts for NoS Boards, logging, tracking and pursuing bug fixes with 3<sup>rd</sup> party suppliers.

The post holder works with the NoS Regional eHealth HEPMA Team, regional & local IT colleagues, regional programme & pharmacy colleagues, System C support & project team along with the NHS National Services Scotland (NSS) cloud server support team. NHS Grampian plays host to the NoS HEPMA & PSC regional service, the support teams and has the responsibility to manage the main suppliers with contracts and SLAs in place. This role plays a significant part in assisting the NoS System Specialist and NoS Service Manager in achieving this effort.

### Reporting Structure



1

**Communication and relationship skills**

The post holder will demonstrate and train IT colleagues from across all 6 boards on HEPMA & PSC system implementation along with the delivery of any new HEPMA or PSC functionality/fixes and provide training surrounding local configuration and user set up etc. Reinforcing the benefits of the HEPMA & PSC applications and all associated systems, encouraging dialogue with eHealth colleagues across NoS, answering questions surrounding: implementation, HEPMA & PSC system upgrades and all types of system testing, along with ongoing system support & issue resolution process.

The post holder will communicate a variety of highly complex information on HEPMA & PSC Applications and Service issues to a wide range staff across 6 NHS boards throughout the North of Scotland and external suppliers guiding them to a certain course of action.

The post holder as a member of the 3<sup>rd</sup> line HEPMA service support team where all NoS boards escalate issues and problems that they are unable to resolve in their local board support teams. This help may take the form of highly complex incident resolution or service request fulfilment, but regardless of what type of help is being provided, the goal of a service desk is to deliver high-quality service to customers in a timely manner.

Liaising with the 6 boards of the NoS to support the transition from the current state to the desired state through the use of change management tools & best practices e.g. trouble shooting & problem solving, business analysis, active listening & providing highly complex feedback in both an oral and written format using a variety of platforms

Using chat applications, service management tools to give quick answers to simple IT issues. Highly complex problems that require nuanced instruction e.g. incorrect or inadequate interfaces with other systems - This means that the software does not correctly accept from other systems or sends incorrect output. The post holder will contact clients via phone/Microsoft teams and/or provide clear, written instructions and technical manuals.

Collaborating closely with NoS team members, 3<sup>rd</sup> party suppliers and departments across NoS to understand the system requirements and identify what areas require manual testing, such as installation and user interfaces.

To have responsibility for monitoring specific systems and to ensure that users are aware of Clinical IT systems status; are kept informed and receive feedback if appropriate where there are ongoing or unresolved issues.

Communicates unpleasant news such as system failure or data loss. Will communicate with third party IT suppliers to resolve application issues, discuss developments, and organise upgrades to HEPMA & PSC.

Communicates daily with eHealth & pharmacy colleagues from within the NoS team & across the NoS surrounding both back & front office system issues, system testing and all system developments & upgrades.

	Recognise and raise issues, facilitate solutions and configuration requirements between colleagues, 3 <sup>rd</sup> party providers and the NoS health boards
2	<p><b>Knowledge, training and experience</b></p> <p>The post holder will work at postgraduate diploma level or equivalent.</p> <p>The post holder will be educated to Degree level or equivalent and will have additional significant experience of working in IT infrastructure and application support - ideally in an NHS environment.</p> <p>Additionally the post holder will be able to demonstrate sound technical knowledge of Windows Operating Systems and Windows server administration &amp; automation/scripting of tasks. They will be expected to have experience with databases, networks, firewalls and patch management and experience of IT change management in a complicated technical landscape.</p> <p>The post holder will demonstrate a track record of delivering service in a busy IT applications and technical infrastructure support environment. The ability to work under pressure across multiple health boards and to be adaptable under such pressure will be of paramount importance as is showing an interest in gaining an understanding of the many applications in use across NoS.</p> <p>They will reflect &amp; deflect on determining whether queries are appropriate to 3<sup>rd</sup> line support. Have the ability to develop standard operating procedures and shape the vision of a regional 3<sup>rd</sup> line support service.</p> <p>Knowledge:</p> <ul style="list-style-type: none"> <li>Having high level specialist knowledge of Clinical IT systems and associated workflows, is identified as the “go to” regional resource where information and guidance is needed on specified systems under remit e.g. HEPMA.</li> <li>Knowledge of Clinical IT systems, to be able to inform and advise from an Interfacing, performance and change aspect, to investigate issues resulting from change through to resolution and lead developments.</li> <li>Knowledge of service improvement and change management.</li> <li>Knowledge of Clinical IT systems/ software/ applications and hardware; keeping abreast of new developments and advancing technology.</li> <li>Knowledge of system security &amp; data backup/recovery and the implementation of relevant legislation &amp; best practise.</li> <li>Knowledge of systems &amp; processes in relation to the production of standard operating procedures, change control and principles of document control.</li> <li>Knowledge of quality improvement methodologies and the ability to apply these to effect continual service improvement.</li> <li>Ability to motivate fellow employees toward a common goal, gauge priorities and manage resources is highly desirable.</li> </ul>

Training:

The post holder will work at postgraduate diploma level or equivalent.  
Educated to degree level, or hold an equivalent level of expertise as an Application Specialist or IT Service Specialist.  
Data analysis, interpretation & presentation.  
ITIL (Information Technology Infrastructure Library) foundation.  
Thorough working knowledge of Change Management procedures.  
Good working knowledge of common Clinical IT software applications/ packages as well as common Microsoft Office<sup>®</sup> products.  
Statutory and Mandatory Training Framework as required by NHSG.  
Specialised training as identified in the course of systems development or specific project/ service needs.

Experience:

The post holder should be highly IT literate and able to demonstrate a track record of supporting a system implementation and providing ongoing system support and development.  
Experience of working across professional and organisational boundaries.  
Experience of using change management tools whilst implementing patches & upgrades.  
The ability to work under pressure and to be adaptable under such pressure will be of paramount importance as is gaining an understanding of the many common applications in use throughout NHS NOS.  
Experience of analysing complex issues with the capacity to convey key information clearly and in context for resolution.  
Experience of designing and delivering system change campaigns.  
Will have significant experience of working in Applications and Infrastructure ideally in an NHS environment.  
Excellent interpersonal, oral, written and presentation skills.  
Ability to build effective relationships, influence and persuade internal and external stakeholders,  
Ability to work with staff and individuals from different organisations and at different levels of seniority.  
Evidence of competence of analytical problem solving skills.  
Effective listener and collaborative negotiator.  
Evidence of creating system test plans, recording, prioritizing & tracking identified bugs/issues.  
Ability to suggest a method to fix a bug or identify a work-around solution.  
Evidence of using service management tools to capture & manage logged calls.  
Proven ability to meet deadlines and prioritise a varied and substantial workload.  
Have a positive attitude to flexible working to meet the demands of the service.  
Excellent interpersonal, oral, written and presentation skills.  
Proven ability to meet deadlines and prioritise a varied workload.

**3**

**Analytical and judgemental skills**

The post holder is required to interpret a wide range of complex issues where there is frequently conflicting information e.g. when software is tested in different environments, within different browsers, in different boards on different types of hardware assessing and discussing possible courses of action and by using their own judgement skills to make recommendations on a course of action.

Deal with issues and make complex judgements e.g. analysing & fault finding during unplanned system downtime often under pressure, with the advice and support of the senior team members. The post holder will be experienced in this specialty with the knowledge & skills to assess and convey the risks involved and to propose appropriate solutions.

Responsible for recording details accurately within our service management tool, conducting the investigation to conclusion or deflecting back to the appropriate board for further investigation as agreed within the service level agreements.

The post holder will be proactive, responsive and investigate and find solutions to resolve incidents and problems reported by the user base e.g. system down where these have not been able to be resolved by the local board level 1 and level 2.

The post holder will create & update call records, capturing issue information and establish whether calls are an incident, problem, change or service request e.g. using the NoS HEPMA & PSC service management tool to prioritise, triage, record and respond to all NoS board & third party requests.

The post holder will investigate complex technical issues on patient critical systems e.g. HEPMA & PSC Systems cataloguing in a knowledge base and sharing learning from issue diagnosis and resolution across the NoS Boards.

They will determine whether causes of faults stem from application, interface, database, hardware, integration, network or user problem for any given issue and implement appropriate action for resolution e.g. local network issue, system outage or server downtime etc. This may involve educating the local boards support at level 1 and level 2 on the best process to follow for certain types of incident encountered on the HEPMA and PSC systems.

The post holder will be accountable and responsible for meeting the workload as set out by their line manager. The post holder may need to change focus and location to meet changing support priorities and needs e.g. when supporting all six boards at different stages of implementation.

Review system performance/ faults which can affect several services, in the live clinical environment to ensure systems are kept in check and functional e.g. monitoring the speed of both HEPMA & PSC system functionality ensuring that all agreed service level agreements are met.

Will demonstrate initiative and make judgments/evaluations based on best available evidence or information e.g. where there are competing demands on their time and capacity, ensuring conclusions give most benefit to service users and patients. Often utilising the local board support teams to test and work together to re-create problems on

	<p>the Test system to allow root cause analysis and create permanent solutions to re-occurring incidents resulting in a potential change to the system.</p>
<p><b>4</b></p>	<p><b>Planning and organisational skills</b></p> <p>The post holder will demonstrate, plan and train IT colleagues from across NoS on their HEPMA &amp; PSC System, IT Implementation &amp; the delivery of any new HEPMA functionality/fixes, local configuration, user set up etc.</p> <p>Will also train the 6 local boards individually on the use of the NoS service management tool, use of the NoS quality management system &amp; NoS testing process. The post holder will also provide ongoing training to IT colleagues from all NoS 6 boards both at the implementation stage as well as providing ongoing training of new functionality that comes with all new system configuration, upgrades and patches.</p> <p>They will plan and organise multiple complex activities, actions and assignments, requiring careful organisational skills e.g. identifies and obtains appropriate resources for the resolution of complex IT problems. Corrects routine problems by entering specialised commands or data into HEPMA &amp; PSC systems; and contacts appropriate resources for additional assistance.</p> <p>They will monitor and adjust plans and activities, where necessary, to ensure the completion of tasks and essential work e.g. prioritising and progressing issue resolution across the NoS in a timely manner on a daily bases.</p> <p>Provide team assistance for HEPMA &amp; PSC Applications, Infrastructure and associated systems to ensure that changes to these systems minimise impact on dependants such as regional service users, Pharmacy etc. Setting up change windows where planned outages are kept to a minimum and testing is always completed post changes and prior to going live.</p>
<p><b>5</b></p>	<p><b>Physical Skills</b></p> <p>They will install &amp; configure HEPMA &amp; PSC Applications and Infrastructure to ensure the HEPMA &amp; PSC systems are ready for execution and application settings are configured manually or set up by default to accept upgrades or changes. Using regional service management tools, Microsoft teams, face to face meetings and telephone to manage communication between the boards. Using NoS incident management platform to manage 3<sup>rd</sup> party supplier issue. Using a regional quality management system to manage &amp; communicate all change management documentation, training documentation and service level agreements.</p> <p>Use of common eHealth IT software applications/packages used across the NoS region as well as common Microsoft Office© products.</p> <p>High degree of accuracy required when undertaking Application management and routine administration tasks.</p> <p>Evaluation of indicators across multiple systems which may result in degradation or delivery of service.</p> <p>Post holder will manipulate data when collecting &amp; presenting systems issues/requirements for all NoS boards.</p>

	<p>Post holder will input data into databases e.g. receiving &amp; collating information about IT issues both orally &amp; in written format from all NoS boards and entering into 3<sup>rd</sup> party suppliers service management systems where required.</p>
<p><b>6</b></p>	<p><b>Responsibilities for patient/client care</b></p> <p>Responsibility to monitor the performance of the HEPMA &amp; PSC IT systems to ensure systems are operating at satisfactory levels in order to maintain client's clinical and business continuity.</p> <p>Direct contact with patients will be incidental.</p> <p>To assist as part of the NoS HEPMA &amp; PSC IT support team to review systems where general feedback is that there are inefficiencies with Clinical IT procedures/ processes and engage with stakeholders to establish improvements in procedures/ processes.</p>
<p><b>7</b></p>	<p><b>Responsibilities for policy and service development implementation</b></p> <p>The post holder will be part of the NoS HEPMA &amp; PSC support team that is responsible for implementing policies (national and regional) and protocols, finding solutions to complex 3<sup>rd</sup> line support issues and ensuring developments and changes are realistic for all stakeholders e.g. implementation of IT Security and Information Governance instructions, and effect of programme changes on all sectors.</p> <p>Post holder will be part of the NoS HEPMA e-Health team that is responsible for overseeing HEPMA &amp; PSC systems IT policy and procedures, in liaison with information governance &amp; IT security, to include data processing agreements, information governance, IT security, standard operating procedures and requests for 3<sup>rd</sup> party access via SWAN (Scottish Wide Area Network).</p> <p>For all aspects which involve IT equipment and software, the post holder will work within all e-Health, 3<sup>rd</sup> party suppliers and regional e-health policies, standards and requirements liaising with IT colleagues in the implementation or configuration of hardware or software e.g. ensuring the hardware &amp; browser requirements are as stated by the 3<sup>rd</sup> party suppliers documentation prior to implementation. IT colleagues have responsibility for local board implementation and will have routine communication with 3<sup>rd</sup> party suppliers e.g. System supplier (System C) who provides the HEPMA &amp; PSC Applications &amp; NHS National Services Scotland (NSS) &amp; Microsoft Azure who provide the cloud services that the applications are hosted from.</p> <p>Assist in the delivery of a broad range of long and short term, planned and operational matters including service provision and departmental infrastructure.</p> <p>Ensures adherence to NoS NHS local board Staff policies and shares knowledge of these, when appropriate, with team and departmental members.</p> <p>Be proactive in the implementation of change management in order to meet changing service needs.</p> <p>Develop, implement and review standard operating procedures, change control and support for IT systems and the associated document control.</p>

	<p>Where there is agreement with the e-health NoS management team to introduce new systems, processes, enhancements, or other system changes the post holder will have responsibility to assist in the development &amp; implementation and follow project plans within the remit of their team and areas of delegated responsibility.</p>
<p><b>8</b></p>	<p><b>Responsibilities for financial and physical resources</b></p> <p>Will remotely install repairs in line with service level agreements to all HEPMA &amp; PSC software across the NoS region.</p> <p>Post holder is responsible for the safe use of equipment used by others e.g. ensuring the regional team and IT colleagues are using the appropriate hardware and software as stipulated within the 3<sup>rd</sup> party supplier's specification document.</p> <p>Post holder will advise around the purchase of hardware &amp; software requirements.</p> <p>Will guide &amp; support NoS boards eHealth HEPMA &amp; PSC leads.</p> <p>Liases with the HEPMA &amp; PSC IT systems 3rd party support to ensure outstanding issues are resolved to the satisfaction of NoS Boards. Manages, monitors and reports on PSC &amp; HEPMA systems 3rd party supplier performance with regard to their contractual obligations.</p> <p>Have an understanding of monitoring and evidencing support resource spend against programme of work.</p> <p>Has the expertise of effective change management and the application there of to gain maximum value from IT investments and longevity of utilisation through maintenance and continual service improvement.</p> <p>Be part of the NoS HEPMA &amp; PSC support team who has responsibility to ensure that the acceptance testing and quality assurance monitoring to ensure the installed systems meet specification. Identifies and evaluates new equipment and licensing needs to inform the selection and procurement process.</p>
<p><b>9</b></p>	<p><b>Responsibilities for human resources</b></p> <p>Share and disseminate knowledge and learning and specialist training throughout team, which may include cascade, one to one, and group training e.g. provide ongoing specialist training to IT colleagues from all NoS boards both at the implementation stage as well as continuously providing ongoing training of new functionality that comes with new system configuration, upgrades and patches. Will share implementation experiences and lessons learned as required by other boards for groups between 10-14.</p>
<p><b>10</b></p>	<p><b>Responsibilities for information resources</b></p> <p>The post holder will design &amp; develop system changes to provide issue resolution within the CMM HEPMA &amp; PSC systems, System C are the suppliers.</p>

	<p>They will maintain and use knowledge &amp; experience in the management &amp; administration of the NoS HEPMA &amp; PSC Applications and will advise/undertake appointed Application management tasks, troubleshoot issues, carry out installations including remotely, image transfers, image recoding to portable media. Is able to undertake the “duty” phone holder role which requires application of system knowledge &amp; experience to resolve or escalate user’s issues.</p> <p>Performs, and develops, system testing to validate the safe and effective implementation of software and hardware upgrades and their compatibility with interfaced systems and modalities as required. Ensures that changes, modifications, and implementations do not affect product performance or other applications and systems.</p> <p>The design of the initial HEPMA &amp; PSC implementation is designed with input from all members of NoS HEPMA &amp; PSC Team and Programme Board, along with all 3<sup>rd</sup> party suppliers. The post holder will have an influence on all future developments within the NoS HEPMA &amp; PSC Systems. The post holder will also have an influence on the design and development of the NoS HEPMA Service support tools &amp; Quality Management Systems.</p> <p>Liaise across NoS with other eHealth colleagues, service users, IT system specialists, interface specialists, pharmacy colleagues, all clinical &amp; admin users &amp; business analysts etc. to help in the provision of services, manage/monitor interfacing between the various systems that are dependent on the transfer of data/requests. Work closely with regional Data Analysts to execute regional data strategy and establish fit for purpose data management solutions to allow them to execute their work. As a result requires the ability to work with people, to have empathy and to establish trust and rapport. Have an insight into individual and team dynamics and the ability to establish trust with key delivery teams.</p> <p>Post holder will be responsible for report writing e.g. each board would require an SLA report once a month and a weekly report will be pulled to ensure target response times within the service management system/tools.</p> <p>Will use computer software to develop and create reports to analyse trends in service use; in planning developments; evidencing anecdotal problematic issues raised by staff working closely with the NoS data analysts and reporting team.</p> <p>Work as part of the NoS HEPMA team to ensure that changes, modifications, and implementations do not affect product performance or other applications and systems.</p>
<p><b>11</b></p>	<p><b>Responsibilities for research and development</b></p> <p>Post holder regularly tests all HEPMA &amp; PSC applications and hardware.</p> <p>The post holder will regularly work within the NoS HEPMA &amp; PSC team, and with NoS eHealth teams, to research on how to develop the architecture of systems solutions, in order to deliver a project or enhancement. These works will involve interaction with eHealth staff and 3rd parties, across many disciplines including suppliers and developers. They will develop the HEPMA &amp; PSC systems ensuring changes and modifications do not affect product performance or other applications and systems.</p>

	<p>Carries out continual investigative research work in order to support system improvement and configuration decisions.</p>
<p><b>12</b></p>	<p><b>Freedom to act</b></p> <p>As the application specialist for the NoS HEPMA &amp; PSC Systems, they will help develop &amp; support the HEPMA &amp; PSC systems at a regional level.</p> <p>One of the key roles of this post is to deliver applications and infrastructure services to support the delivery of HEPMA &amp; PSC applications to improve health care delivery. The post holder will have a detailed understanding of IT &amp; Communications technologies, hardware, Operating Systems, Database and project management software across all regional boards.</p> <p>The post holder plays a significant role in decisions relating to the day to day operations of their particular specialist area. This post also responsible for assessing IT risks in relation to software maintenance, operating system upgrades and developments, ensuring the necessary action plans are drawn up to maximise system availability.</p> <p>The post holder will be self-motivated but can seek support when required.</p> <p>Where there is agreement with the NoS HEPMA &amp; PSC management team the post holder will work as part of the NoS team to introduce new systems, processes, enhancements, or other system changes which relate to local and national Applications and associated hardware, resource, and licensing requirements.</p> <p>Assesses and balances information from a variety of sources and determines the best course of action by comparing a range of options to resolve operational system issues. Acting on the desired course of action in a responsible manner. Make recommendations for repairs, upgrades and security notices relating to the HEPMA &amp; PSC systems. These repairs could be carried out by the 3<sup>rd</sup> party supplier or regional or local specialists depending on the complexity of the repair.</p> <p>The post holder must apply initiative to prepare for and resolve difficulties within these systems, without supervision and will have the freedom to instigate action to prevent recurrence.</p> <p>Accountable for quality of own work and peer reviewing, when appropriate, of others within the NoS HEPMA &amp; PSC team.</p> <p>Provision of effective conflict resolution and negotiation skills as required to build relationships, to establish understanding and relate to people in an open, friendly manner whilst showing sincere interest in others having the ability to build and maintain mutual trust.</p> <p>Be accountable for own professional actions and provide supporting evidence on key decision making and outcomes.</p>

	<p>The post holder will use recognised ITSM systems for tracking/recording progress and documenting stakeholder sign off on change control e.g using the HEPMA &amp; PSC identified quality management &amp; testing progress tool to record, review and document all agreed system fixes/changes.</p>
<p><b>13</b></p>	<p><b>Physical effort</b></p> <p>Physical skills required for the job include the normal manual and dexterity skills required in a post of this type. This involves a great deal of time sitting at a desk typing, requiring accuracy and efficiency. There may be the requirement to carry equipment and assist with hardware installations e.g. as and when required and approx. 5KG – the requirement will be more frequent during the implementation and roll out period.</p> <p>There may also be a requirement to travel across the NoS.</p>
<p><b>14</b></p>	<p><b>Mental effort</b></p> <p>Investigates any poor performance in systems and address formal complaints from users e.g. System/Database response times, non-transfer of data/requests via an Interface etc.</p> <p>Systems failure can cause severe and sudden disruption to clinical services. This requires an immediate response, complicated on many occasions by the expectation of a speedy solution, to ensure continuity of patient care and timely treatment. There is a need while under pressure to make fast informed decisions dealing with highly complex systems.</p> <p>Post holder will have mental agility to juggle tasks e.g. conflicting demands on issue resolution from NoS boards.</p> <p>Frequent concentration required for reviewing reports/documentation and when investigating system or data issues, system enhancements, patches and upgrade proposals.</p> <p>Frequent interruptions e.g. phone calls from system specialist &amp; third party suppliers as well as other team members within both regional and local boards making work pattern unpredictable.</p> <p>Frequent concentration required for data analysis and manipulation e.g. takes a methodical accurate and logical approach when analysing &amp; problem solving HEPMA &amp; PSC system issues that may be across all or some regional boards</p> <p>Providing 3rd line support to different boards / users – As the NoS HEPMA &amp; PSC system specialist they will provide issue resolution as agreed within service level agreements with all NoS boards.</p> <p>On occasions staff members of the NoS HEPMA &amp; PSC support team may have to work evenings and / or weekends e.g. to deliver changes and or out of hours support and will be asked to take a rota on call for emergencies.</p> <p>Interpretation, understanding and consolidating of a range of information is a key requirement of this post.</p>

<b>15</b>	<b>Emotional effort</b> The post holder will exhibit tact, diplomacy and patience when helping staff resolve their issues.
<b>16</b>	<b>Working conditions</b> Screen working more or less continuously on a daily basis.

**NHS Grampian  
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:** North of Scotland (NoS) Hospital Electronic Medicine Prescribing Administration (HEPMA) Application Specialist Band 6

**LOCATION/HOSPITALS:** North of Scotland Region

**WARD/DEPARTMENT:** Digital Pharmacy

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	Educated to degree level, or hold an equivalent level of expertise in System Management, Data Management or Application Support	ITIL Microsoft Certification
<b>Experience</b>	<p>Strong hands-on experience with modern IT systems and a passion for continuous learning.</p> <p>Proven ability to deliver robust IT support in complex, multi-stakeholder environments.</p> <p>Experience of IT change management.</p> <p>Sound technical knowledge of Windows server &amp; desktop operating systems and automation/scripting of tasks.</p> <p>Knowledge of data backup/recovery and the implementation of relevant legislation &amp; best practise.</p> <p>Experience of SQL, Database Management and BI/Reporting software.</p> <p>Experience of patch management.</p>	<p>Experience of networks and firewalls.</p> <p>Experience of involvement in national eHealth/Digital initiatives.</p> <p>Familiarity of a multi-agency environment across dispersed locations.</p> <p>Experience of the NHS and North of Scotland region.</p> <p>Keeping abreast of new developments and advancing technology.</p> <p>Knowledge of system security and the implementation of relevant legislation &amp; best practise.</p>
<b>Special Aptitude and Abilities</b>	<p>Able to influence others to deliver workload/ outcomes.</p> <p>Ability to work across professional and multi organisational boundaries.</p>	<p>Knowledge of quality improvement methodologies.</p> <p>Ability to take responsibility and make decisions.</p>

	<p>Effective team worker.</p> <p>Evidence of a high level of analytical problem solving skills.</p> <p>Excellent interpersonal, oral, written and presentation skills.</p> <p>Excellent communication skills - will have the ability to listen and work collaboratively despite different points of view, building and maintaining good working relationships is paramount to this role.</p> <p>Ability to accurately document technical issues and procedures.</p>	
<b>Disposition</b>	<p>Able to develop effective working relationships with colleagues throughout the NHS in the North of Scotland.</p> <p>Have a positive attitude with a confident and professional manner.</p> <p>Naturally inquisitive, thrives on solving complex problems and learning new technologies</p> <p>Optimistic disposition and highly motivated.</p> <p>Committed &amp; versatile.</p> <p>Empathetic.</p> <p>Problem solver.</p>	Strategic thinker
<b>Physical Requirements</b>	<p>The post holder's remit covers the whole of the NHS North of Scotland consortium; assigned regional initiatives will at times require a degree of travel to discharge these responsibilities.</p> <p>The post holder will be required to have standard keyboard skills to be able to operate the various software packages that are in use across eHealth and NHS Scotland</p>	<p>The post holder will be required to work from both home and, when required, an on-site office location within the region.</p> <p>Standard driving skills.</p>

<p><b>Particular Requirements of the Post</b></p>	<p>There is a need to make fast informed decisions whilst under pressure dealing with highly complex systems across multiple organisations.</p> <p>Ability to deal with 3<sup>rd</sup> party suppliers on behalf of the six NOS regional boards in a constructive and professional manner.</p> <p>Actively work with and provide guidance and advice to NHS Boards to ensure effective and efficient implementation of systems whilst developing a culture of continuous improvement.</p>	<p>Ability to influence, negotiate, mediate and gain credibility and confidence of a wide range of NHS professionals and senior managers.</p>
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