

NHS Scotland

Job Description

1. Job Details

Job Number

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Job Holder :

Job Title: ICT Systems Support Manager

Immediate Senior Officer: ICT Head of Service Delivery

Board: Scottish Ambulance Service, Special Health Board

Unit/HQ Division: ICT Department

Location: Paisley or South Queensferry

Date Job Evaluated

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2. Job Purpose

As ICT Systems Support Manager, you will effectively design, plan and manage front-line Services for all Information Communications and Technology Systems (ICT), through the close day to day management and coordination of the ICT the Team which will include:

- The development and implementation of appropriate Systems Support policies and procedures to support the strategic development of existing systems;
- The design, management and implement of new system developments, in line with the Service plans and ICT strategy;
- The management, provision and development of appropriate integrated ICT Help Desk facilities to include all ICT incidents logged;
- Management and provision of data administration function to ensure that data held within key systems is current and valid including import of external data;
- The management and provision of national ICT Support for key operational and back office systems including software and hardware installed within the estate and a number of NHS Hospitals and associated facilities;
- To manage enhance and support ICT Systems, to ensure their availability, as per agreed service levels;
- To design, manage and plan the installation and configuration of new ICT hardware and software
- To develop and implement appropriate procedures that will aid the acknowledgement, diagnosis and resolution of technical problems (both hardware and software related);
- To ensure that appropriate procedures are in place to support the development and implementation of existing and new ICT systems;
- To act in a consultancy role to operational projects to advise on best use of ICT;
- To develop and implement appropriate maintenance procedures for all ICT Systems, to ensure the maximum operation of these systems to each user;
- To manage, develop and implement appropriate ICT security standards for all ICT;
- To manage, develop and implement appropriate procedures that will be used by the ICT Help Desk to effectively manage all user related issues that have been reported;
- To constantly review all ICT Systems and work with closely with colleagues to assist in constructing proposals for their development;
- To compile written reports and correspondence in relation to the development / deployment of specific tasks;
- To design, manage and oversee work performed by third party contractors as and when appropriate;
- To participate in project teams as an IT specialist providing complex information;
- To advise at all levels including user, management and executive on simple and complex issues;
- To represent ICT at local and national meetings, boards and committees;
- To manage ICT budgets including support contracts for key operational systems;
- To prepare annual bids for revenue budgets;
- To include other reasonable duties, as deemed appropriate by the General Manager, ICT.

3. Dimensions

a. Decision Making

The post holder will be required to manage, prioritise and deal with ICT support calls on a day to day basis. Decisions and actions required to resolve these calls will be based on the post holder's highly developed specific knowledge and practical experience in conjunction with defined priorities, ICT operating standards and guidelines.

b. Typical Problems Faced

The post holder will have to respond to unplanned / unforeseen highly complex technical problems which will arise on a day to day basis and require interpretation, analysis of options available. These problems may arise in the middle of particular complex tasks which may have to be delayed until the problem is rectified. It will be the responsibility of the post holder to quickly establish priorities for each of these problems, together with the most effective method by which these problems can be effectively addressed and resolved by the ICT Teams. The post holder will also have to respond to changes in legislation and Service priorities which will require understanding complex issues and utilising developed skills and practical knowledge.

c. Planning and Organisation

ICT Strategy is set by the Executive Team in conjunction with the General Manager, ICT.

Working objectives will be determined by the General Manager, ICT, and the post holder will be responsible for the day to day planning and organisation of the workloads of the ICT Team in line with service priorities.

The post holder will plan, organise and review the progress of a broad range of complex activities amending where appropriate any plans or strategies and any assigned tasks on a regular basis to ensure that organisational requirements, including projects and Service Level Agreements, are being met.

The post holder will be responsible for the planning and management of annual ICT revenue budgets including preparation of bids for annual funding.

Frequent unsupervised work will be required as will travel throughout Scotland and the occasional overnight stay e.g. when installing ICT equipment. This will include travelling across Scotland to attend meetings

d. People Supervision

As ICT Manager the post holder will be responsible for the management of the ICT section (approximately 4 staff) and will be responsible for the management of suppliers, consultants and contractors working on-site.

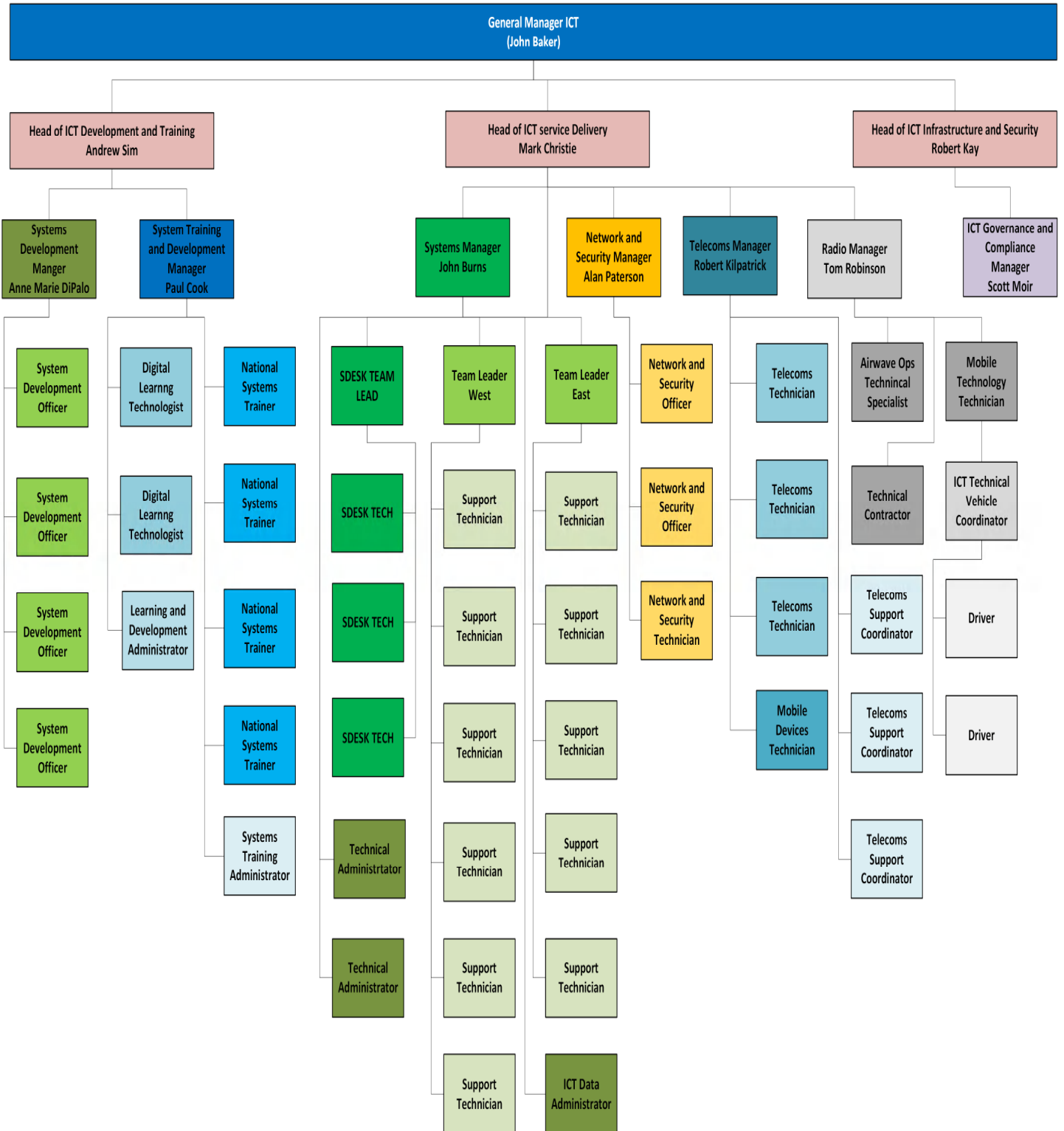
The post holder will be responsible for the provision of appropriate ICT cover, including out of hours cover where required.

The post holder will be responsible for identifying elements of ICT Risk at a local and national level and implementing appropriate action plans / procedures to reduce or remove any risks identified.

The post holder will be responsible for the ensuring that the ICT Team, suppliers, consultants and contractors are working within appropriate environments that meet Health and Safe requirements.

4. Organisational Position

ICT Department Structure as at Oct 2024



5. Role of the Department and Key Result Areas

Information & Communications Technology (ICT) Department Structure

The ICT Department consists of circa 50 members of staff. The Department is based within the national headquarters; however, the majority of staff are based within a number of divisional headquarters throughout the Service.

Core Function of ICT Department

The core function of the ICT Department is to provide day to day operational support and development for all mobile radio, telephony and information communications and technology Systems.

Key Result Areas

The key result areas for the post holder are defined under the following sections:-

ICT Systems Implementation and Support

- Management, support, development and maintenance of all national emergency, non emergency and back office administrative ICT systems;
- Design, installation and configuration of all ICT software and hardware to agreed service standards;
- Management, configuration and maintenance of e-mail systems including the connection to NHS mail;
- Management, configuration and maintenance of remote network connections to hospitals;
- Management and Support of all mobile data applications;
- External supplier / contractor management for local and national systems.

ICT Strategic Development, Risk Assessment, Security and Business Continuity

- Input to and implementation of ICT strategy;
- National ICT Risk Management;
- Development of appropriate business continuity plans and procedures;
- Development of good working practices, policies and procedures;
- Data protection and integrity.

ICT Technical Administration

- Configuration management and maintenance of all ICT system configurations, data sets, and commercial ICT systems source code;
- Asset management for all ICT Hardware and Software;
- ICT systems version control documentation for all formal upgrades;
- Systems acceptance testing documentation;
- Management and maintenance of the systems support knowledge base content;
- Management and maintenance of data backup media for networks;
- Management of the ICT Helpdesk function.

ICT Systems Support Staff

- Management of the ICT Team;
- Responsible for recruitment of ICT systems staff;
- Responsible for ICT staff learning and development plans;
- Responsible for staff welfare and health and safety;
- Providing supervision and guidance to external contractors.

6. Assignment and Review of Work

Assignment of Work

Work is assigned from several main sources:-

- From the General Manager, ICT, required to support the delivery of local ICT strategic development programmes as well as wider other NHSS strategic development programmes;
- From operational service developments which require ICT system enhancements / developments to be delivered in order to support developing operational requirements;
- From ad hoc user reported faults logged by the ICT Help Desk on a day to day basis.
- National and local projects
- Project management of enhancements of user developments and new working practices within ICT arena

Review of Work

Work is reviewed by the following methods:-

- Through regular communication or one to one progress meetings with the Head of ICT Service Delivery
- Through regular reviews of the response to ICT fault calls, processed through the ICT Help Desk including associated performance standards
- Through ICT project development meetings and team meetings;
- Through the staff appraisal system
- Internal ICT and national projects.

7. Communications and Working Relationships

The post carries a very high degree of autonomy, which provides the post holder with a significant amount of responsibility and freedom to assess situations, and make appropriate decisions, in line with relevant Policy, without direct line manager consultation or involvement.

Listed below are the main communication routes:-

Internal

The post holder must maintain close daily contact with all direct reports and all other staff within the ICT Department who are working on common projects, developments or support issues;

The post holder must form and develop a close working relationship with the ICT management team to ensure that all new ICT System developments have been fully tested prior to the provision of user training programmes.

The post holder must communicate closely with relevant staff on complex issues related to Service Development Programmes, and the day to day running of the Service e.g. Personnel, Payroll, Finance Departments etc.

The post holder must communicate closely with the procurement department.

The post holder must liaise closely with senior staff throughout the organisation, to ensure the operational needs of the organisation are being met.

The post holder must liaise closely with users of ICT Systems on a day to day basis, and will be responsible for the running of appropriate internal ICT User Groups.

The post holder must liaise closely with all relevant project teams with an ICT element.

The post holder must present complex issues to groups both large and small on complex ICT issues.

External

The post holder must consult and liaise regularly with all Commercial ICT service suppliers and maintainers regarding highly complex ICT issues.

The post holder must attend formal ICT meetings out-with the organisation, these meetings may be technical or non technical.

The post holder must liaise with representatives from other Health Boards e.g. where there is a common dependency to use a partner organisation's network infrastructure or other ICT service.

The post holder must regularly attend commercial presentations, seminars and training courses to ensure that the organisation is kept fully up to date with ICT technology developments that may be brought about through emerging technology.

8. Most Challenging / Difficult Parts of the Job

- At times, the post holder will have to respond to manage unplanned / unforeseen complex technical problems which will arise on a day to day basis. These problems may arise in the middle of particular tasks which may have to be delayed until the problem is rectified. It will be the responsibility of the post holder to quickly establish priorities for each of these problems, together with the most effective method by which these problems can be effectively addressed and resolved;
- Implementing the ICT Strategy across the organisation, within tight financial and time constraints;
- Implementing national and local ICT policy;
- Ensuring that effective user/system support is provided at all times for all ICT systems within the organisation
- Design, improve and manage ICT system architecture to maximise system availability;
- Effectively maintaining ICT standards and security across the organisation;
- Effectively identifying and managing all elements of ICT Risk;
- Effectively managing the highly complex technical implementation and support of multiple, concurrent projects, where conflict of priorities and resources may be experienced;
- Working with NHSS Staff / commercial suppliers out-with the Service to develop appropriate interfaces to key hospital / clinical systems within the NHSS;
- Effectively managing constant requests for technical / organisational change;
- Effectively manage ICT revenue and capital budgets.

9. Physical, Mental and Emotional Demands of the Job

Physical

The post holder is required to manually handle all types of IT equipment (i.e. processors, motherboards, PC cards, monitors, printers etc) within the agreed manual handling procedures, and which at times may require the post holder to work in restricted and cramped areas.

The post holder requires a high degree of keyboard skills, including literacy and accuracy, in order that system configuration information and system data can be effectively maintained.

The post holder at times will require to work additional hours or unsocial hours e.g. in order to complete a system upgrade or system implementation.

The post holder may be required to drive a significant distance to a site e.g. prior to the commencement of planned work. However, this will be kept to a minimum, and where possible, overnight accommodation will be used to minimise potential fatigue.

Mental

The role involves frequent periods of intense concentration due to the nature of and dependency on the ICT Systems in use as well as the highly specialist technical knowledge and practical experience required to support these Systems on a day to day basis. While some of the workload is predictable at times, the majority of work is most unpredictable, and calls for the ability to remain resilient, during times where System failure can place high demands on mental and physical stamina.

Emotional

The post holder requires to handle and monitor all types of staff issues, i.e. Personal, Work related, Health & Safety, which at times may place additional emotional strain on the post holder.

10. Knowledge, Training and Experience Required to do the Job

The post holder will hold a degree or equivalent in an ICT related subject and / or will have significant and demonstrable practical experience in a similar ICT Management role.

In addition to the above, the post holder must have:-

- Excellent inter-personal skills with the ability to tactfully communicate with users at all levels;
- Must be capable of working alone and as part of an integrated team;
- Must have a flexible approach to work, with the ability to learn new skills and accept a high degree of autonomy & responsibility;
- Must be capable of planning and prioritising workload effectively, for self and team;
- Must be capable of building and maintaining effective teams;
- Must hold a Full and Valid Driving License.

11. Job Description Agreement

Job Holder's Signature

Date

Senior Officer/Head of Department

Signature

Date

Title

Data Protection Act and Confidentiality

The post holder by accepting this position, will be bound by the data protection act and will adhere to its code of practice, for maintaining complete confidentiality over all data that is used by the organisation.

The post holder will also be bound to all formal procedures and guidelines for the correct use of ICT Systems within the Scottish Ambulance Service.