

IT Technical Officer

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Western Isles Health Board
The best at what we do



Job Advert



IT Technical Officer
Band 5 £33,247 - £41,424 per annum
Plus, Distant Islands Allowance of £1,406 per annum
37 hours per week
Permanent post

Are you an experienced IT professional with a strong aptitude for problem-solving? NHS Western Isles' IT Department is looking for a committed IT Technical Officer to join our dynamic team and contribute to our mission of delivering outstanding patient care.

The successful candidate will play a crucial role in ensuring the seamless operation of our IT infrastructure. Your primary responsibilities will include providing first-line technical support to Health Board staff across clinical and back-office departments, efficiently addressing hardware and software issues. You will install, configure, and maintain desktop and mobile computer systems, along with associated software and peripherals. Diagnosing and resolving technical problems will be part of your daily routine, ensuring minimal disruption to hospital operations. Additionally, you will collaborate with the wider IT team to implement new technologies and enhance existing systems, while adapting to changing priorities and responding promptly to urgent technical issues.

We offer a supportive, collaborative and friendly work environment where your contributions make a real difference. There are opportunities for professional development and continuous learning, and you will have the chance to work with cutting-edge technology in a healthcare setting.

To be successful in your application for these roles, you should possess proven experience in IT support and hold a degree in a relevant field. A strong understanding of hardware, software, and networking is essential, along with excellent problem-solving skills and the ability to perform well under pressure.

The post is office-based at Laxdale Court NHS Offices, offering free parking and a short walk from the Western Isles Hospital. Occasional travel to other sites will be required. Please note that the line management reporting structure outlined in the job description is indicative and may change in the future to meet the department's requirements.

Known as Scotland's Atlantic Islands, the Western Isles are steeped in history and culture, with stunning landscapes, spectacular coastlines, a strong sense of community and identity, and renowned Hebridean hospitality. For those with young families, the Western Isles also offer a safe place to live, a high-quality education system, and low crime rates.

For more information about these positions or to arrange an informal discussion, please contact Craig McKechnie at craig.mckechnie@nhs.scot.

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses.

All NHS Western Isles vacancies appear on the NHS Scotland website: apply.jobs.scot.nhs.uk, along with a job description.

Tha beàrnan-obrach NHS Eilean Siar uile gu léir a' nochdadh air làrach-lìn NHS na h-Alba <https://apply.jobs.scot.nhs.uk/>, còmhla ri dealbh-obrach.

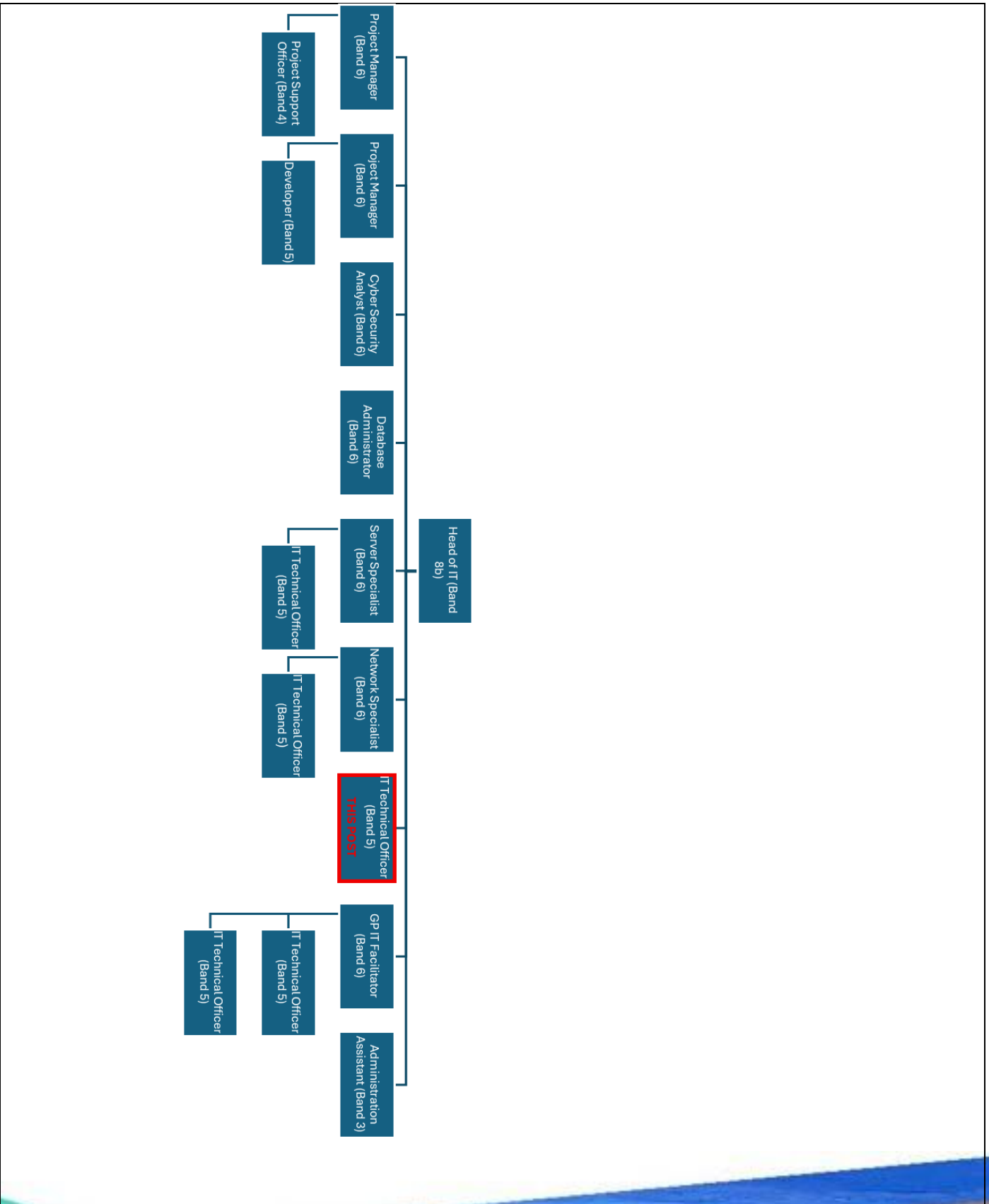
If you have any further queries, please contact Tel: 01851 762027.

1. JOB IDENTIFICATION	
Job Title:	IT Technical Officer
Responsible to (insert job title):	Head of IT and Digital Health
Department(s):	IT
Base	Laxdale Court
Operating Division:	Public Health
Job Reference:	
No of Job Holders:	1
Last Update (insert date):	10.02.2026

2. JOB PURPOSE
<p>Working as a member of the IT team to ensure that systems are used effectively to meet the needs of all users, the IT Technician will provide a general support function to users with network equipment and all digital equipment such as computers, laptops, mobile devices, as well as a wide variety of software and systems. The post-holder will assist with the introduction and implementation of new systems.</p> <p>In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence. On the basis of management assessment of demand, risks and resources available, may be re-deployed on a shift by shift basis.</p>

3. DIMENSIONS
<p>The main Data Centre in the Western Isles Hospital is the base for an array of virtualised servers as well as the core structured cabling and switches for the data network. There is also digital infrastructure in various other locations including GP practices and Health Centres.</p> <p>There are approximately 1600 computers and mobile devices being used by up to 1300 users across 30 sites, accessing a range of clinical, financial and administrative applications. The IT Department is also responsible for the Board's multifunction devices, telecommunication equipment and wireless infrastructure.</p>

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The IT Department is responsible for the effectiveness of the Board's entire information and communications infrastructure. This includes maintaining the infrastructure, identifying and fixing problems when they occur, making modifications and improvements as usage and technology evolve, and implementing new hardware and software systems as required.

6. KEY RESULT AREAS

This role will primarily focus on supporting our IT Network. However, the postholder will also be responsible for a wide range of IT tasks, assisting with everything from basic day to day support through to complex projects. You will need to be an expert in IT Networks and Infrastructure. The main key result areas are:

- Designing and implementing hardware and software configuration.
- Promptly address technical issues raised by users.
- Ensure timely resolution of incidents and service requests within defined SLAs.
- Utilise technical expertise to troubleshoot complex problems and provide guidance to users and other IT staff.
- Oversee the maintenance and optimization of IT infrastructure, including servers, networks, and devices.
- Conduct regular audits to ensure compliance with security standards and best practices.
- Implement upgrades and enhancements to improve system performance and reliability.
- Develop and deliver training sessions for end-users on IT tools, systems, and best practices.
- Create and update documentation, knowledge base articles, and FAQs to facilitate self-service and problem resolution.
- Foster a culture of continuous learning and IT literacy among employees.
- Evaluate IT vendors for hardware, software, and services.
- Coordinate with procurement teams to ensure timely acquisition of IT resources within budget constraints.
- Manage relationships with vendors and service providers to ensure quality of products and services.
- Implement and enforce security protocols to safeguard company data and systems.
- Ensure compliance with relevant regulations, such as GDPR.
- Monitor system performance, network traffic, and service availability using appropriate tools.
- Generate reports on key performance metrics, incidents, and support trends.
- Analyse data to identify areas for improvement and make recommendations to management.
- Collaborate with cross-functional teams to align IT initiatives with business objectives.
- Stay abreast of emerging technologies and industry trends relevant to IT support.
- Propose and implement process improvements to enhance efficiency and service quality.
- Drive innovation by introducing new tools or methodologies to streamline support operations.
- Configuration of NHS Western Isles digital infrastructure.
- Install and configure clinical and business applications.
- Install and configure desktop/server hardware and operating systems.
- Deploy operating system and application patches and upgrades.
- Management and monitoring of Cyber security systems
- Oversee various aspects of information technology infrastructure, security measures, and operational protocols to ensure the confidentiality, integrity, and availability of digital assets.
- Management and monitoring of network devices including switches and Wireless equipment.
- Oversee the configuration, monitoring, maintenance, and optimization of networking hardware and software to ensure efficient and secure communication within an organisation's IT infrastructure.
- Management and monitoring of backup infrastructure.
- Work with colleagues throughout NHS Western Isles and Comhairle nan Eilean Siar on a wide range of digital infrastructure areas and projects.
- Liaise with third-party suppliers on support and new implementations.

- Ensuring use of device registration system.
- Makes proposals on IM&T systems, reports and training policies. E.g. The use of different equipment/software/web technology, reporting methods, training practices which have an impact on own and other areas.
- Assist junior colleagues on more technical problems they need advice on.
- Train other members of the department in areas of technical specialist expertise.
- Maintain asset registers and technical documentation.
- Investigate, diagnose, repair and escalate telecommunication and digital presence issues.
- Regularly undertake equipment testing, adaptation testing of IM&T systems proposed for use within the organisation, including applications and hardware.
- Support remote working technologies.
- Attend regular departmental meetings.
- Travel to remote sites (including islands).
- Provide 1st and 2nd line support and maintain records using the service desk system.
- May be required to work shift patterns and to participate in on call rota for out of hours cover.
- Maintain standard operating procedures and departmental knowledge base.
- Report to and or escalate to Head of IT & Digital Health on outstanding issues.
- To comply with the requirements of GDPR, PR(S)A, NISR, and any future applicable regulations.
- May be required to train colleagues in the use of digital technologies on an informal basis.
- The post holder will be expected to perform any other reasonable duties which may be delegated from time to time by the Head of IT and Digital or responsible Executive Director.

7a. EQUIPMENT AND MACHINERY

Personal computer to allow the post holder to undertake expert and end-user functions including routine and complex manipulation and processing of data
 Mobile devices (phones and tablets)
 Multifunction devices and printers
 Network equipment (firewall/routers, switches and wireless)
 Servers (virtualised and physical)
 Power tools, screw drivers etc for installation and removal of hardware components
 Trolleys for moving PCs/servers etc.
 Network cabinets
 Storage technologies
 Structured network cabling
 Telecommunications (IP and PSTN telephony, video presence, pagers)

7b. SYSTEMS

- Windows Desktop
- Office (Desktop and O365)
- Active Directory (Azure and local)
- VMWare vSphere
- SQL Server
- Windows Server
- Exchange Online
- Technical support for multiple clinical and business applications
- Remote and virtual Services

Other systems as the infrastructure develops further systems will be included as the infrastructure develops or is required to change.

8. ASSIGNMENT AND REVIEW OF WORK

Work is allocated by and agreed with the Infrastructure Specialist (Networks) at a high level within the broad scope of work identified through the Digital strategy. The individual needs to translate that high level work allocation into specific tasks and actions. Work is reviewed regularly in line with NHS Western Isles policies. Due to the flat nature of the IT Department the incumbent is expected to work autonomously for the majority of the time both alone and as part of a team.

9. DECISIONS AND JUDGEMENTS

Required to act independently within appropriate guidelines, deciding when it is necessary to refer to their manager. Required to work independently to resolve complex situations and problems, and to give advice to a wide range of colleagues. Some of the work is reactive and informed assessments must be made to prioritise appropriately. Project related work must be planned and managed within the project.

Expected to exercise judgment and follow change management processes when working on digital systems and infrastructure.

Non budget holder.

Digital Information held by NHS Western Isles is confidential and must not be disclosed to any other party.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- The post works within a very busy department providing support to a large organisation.
- The post-holder is required to ensure that essential systems are operational at all times and that any problems that result in unavailability of services are resolved quickly.
- At times the work may have implications to large parts of the organisation. These can often be complex in nature, difficult to diagnose and repair, whilst at the same time dealing with competing priorities. These may include system failures where there is little or no evidence of the cause of the failure.
- The post-holder will have to manage interruptions from staff

11. COMMUNICATIONS AND RELATIONSHIPS

- Direct contact is required on a daily basis with all levels within the organisation.
- Occasional contact with peers in other Health Authorities and partnership bodies (e.g. Comhairle nan Eilean Siar).
- Regular communication and working with other members of the IT department.
- Contact with third-parties (e.g. commercial suppliers) on implementation and support of systems, and ongoing supplier relationships.
- Complex IT subjects often need to be communicated to non-technical members of staff such that they can understand the concepts, actions and outcomes.
- Communication can be verbal, via electronic means including email and virtual meetings, and in person.
- Tact, diplomacy and sensitivity are required when communicating with all levels of user and departments.
- The post-holder will routinely come into contact with highly confidential information (both clinical and non-clinical) and is required to keep any such information confidential.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

- Frequently required to manually handle digital equipment such as computers, printers and rack mounted equipment, which is sometimes heavy and difficult to carry. This involves regularly (daily or weekly) working in noisy and confined spaces such as server rooms and communications rooms.
- Work at a computer screen for long periods.
- Being able to concentrate in a busy office environment.
- Good communication skills are required.

- On a daily basis extended spells of concentration are required, particularly when dealing with technically demanding issues in an environment where it is easy to get distracted.
- Work may be highly stressful especially when critical systems are compromised or undergoing complex changes.
- Computer parts are often small and manual dexterity is required when working with PCs and peripheral equipment.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Essential

A Degree in computing or relevant subject

Three years' experience of First Line IT Support

IT Network and Infrastructure experience

Versatility and the ability to quickly assimilate knowledge from communications equipment, new operating systems and software packages as training may not always be given

An understanding of information and security policies

Ability and experience to diagnose and resolve hardware issues with desktops, laptops, printers, servers, and other IT equipment.

Proficiency and deep subject matter expertise in troubleshooting software problems, including operating system errors, application crashes, and compatibility issues.

Knowledge of various operating systems such as Windows, macOS, Linux, and the ability to perform basic administrative tasks.

Understanding of networking concepts like TCP/IP, DNS, DHCP, VLANs, and the ability to troubleshoot hardware and software network connectivity issues.

Experience in providing remote technical support to end-users using tools like remote desktop software and VPN connections.

Strong communication and interpersonal skills to effectively interact with end-users, understand their issues, and provide solutions in a friendly and professional manner even in high stress situations.

Analytical mindset and problem-solving skills to identify root causes of technical issues and develop effective solutions.

Ability to create and maintain documentation for troubleshooting procedures, knowledge base articles, and system configurations.

Desirable

Recognised industry standard qualification (e.g., MSCE, CCNA etc)

Exposure to NHS software applications

Full driving licence and access to vehicle

14. STANDARD ELEMENTS

STANDARD ELEMENTS

Confidentiality

Comply with all approved NHSWI Policies and Procedures.

Comply with NHSWI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety:

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

15. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

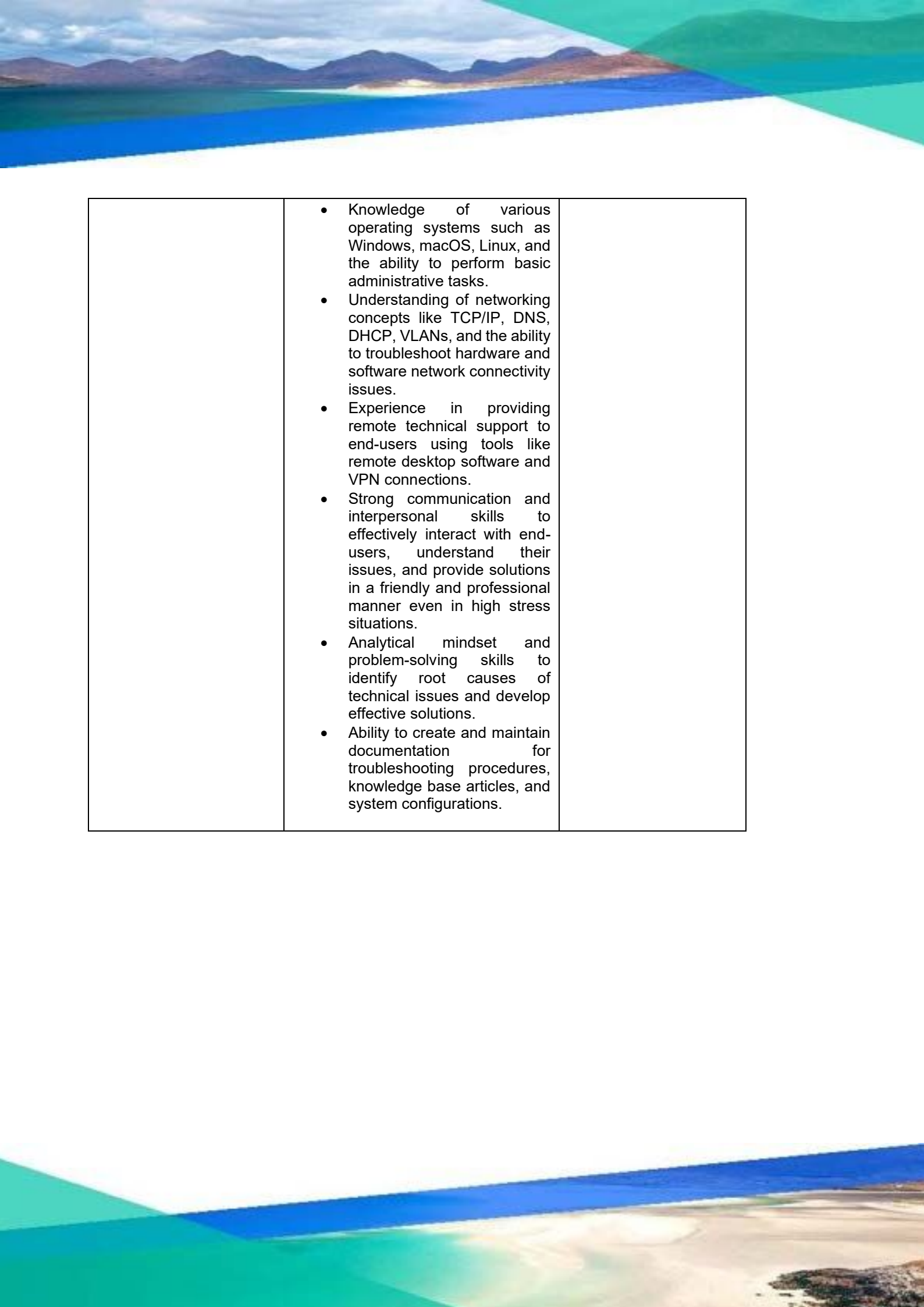
Head of Department Signature:

Date: **10.02.2026**


NHS WESTERN ISLES - PERSON SPECIFICATION

Job Title: IT Technical Officer
Department: IT
Location: Laxdale Court, Stornoway


FACTOR	ESSENTIAL	DESIRABLE
Education Qualifications Training	Degree in computing or relevant subject	Professional qualification IT
Experience	Three years experience of First Line IT Support which includes IT Networking.	
Knowledge & Skills	<ul style="list-style-type: none"> Versatility and the ability to quickly assimilate knowledge from communications equipment, new operating systems and software packages as training may not always be given. An understanding of information and security policies Development and use of standard operating procedures. Ability and experience to diagnose and resolve hardware issues with desktops, laptops, printers, servers, and other IT equipment. Proficiency and deep subject matter expertise in troubleshooting software problems, including operating system errors, application crashes, and compatibility issues. 	Professional qualification IT Exposure to NHS software applications Full driving licence and access to vehicle



	<ul style="list-style-type: none">• Knowledge of various operating systems such as Windows, macOS, Linux, and the ability to perform basic administrative tasks.• Understanding of networking concepts like TCP/IP, DNS, DHCP, VLANs, and the ability to troubleshoot hardware and software network connectivity issues.• Experience in providing remote technical support to end-users using tools like remote desktop software and VPN connections.• Strong communication and interpersonal skills to effectively interact with end-users, understand their issues, and provide solutions in a friendly and professional manner even in high stress situations.• Analytical mindset and problem-solving skills to identify root causes of technical issues and develop effective solutions.• Ability to create and maintain documentation for troubleshooting procedures, knowledge base articles, and system configurations.	
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The quality of life in the Western Isles, particularly for those with families, is outstanding: a safe space to bring up children, stress-free commutes with jaw-dropping views, and the opportunity to stroll along our pristine beaches or explore our dramatic scenery on your days off.



Community spirit is at the heart of the Western Isles. It is close-knit and welcoming, residents are proud of the place where they live and are keen to support young and old. The islands have a strong cultural identity stemming from their distinctive history.

Although the islands are remote, you can still keep connected with the wider world. There are frequent transport links to the mainland via ferries and three island airports – Barra, Benbecula, and Stornoway. The Air Discount Scheme (cheaper flights for islanders) and Road Equivalent Tariff (subsidised ferry fares) ensure transport is affordable. High-speed internet is widely available and allows islanders to stay connected globally.

Local Primary and Secondary Schools provide high quality education with the opportunity to learn through the Gaelic language. There is a network of excellent sport and leisure facilities in the Western Isles with annual cultural festivals and venues with live entertainment.

Key worker housing can be applied for through Hebridean Housing Partnership.

Useful Information

cne-siar.gov.uk Comhairle nan Eilean Siar (Western Isles Council - for more information on Schools, leisure and culture)
visitouterhebrides.co.uk (for more information on our islands and what to see and do)

A Place to Work

NHS Western Isles employs over 1000 staff over a number of sites, including:

- Ospadal nan Eilean Siar (Western Isles Hospital), Stornoway
- Ospadal Uibhist agus Bharraigh (Uist and Barra Hospital), Benbecula
- St Brendan's Hospital, Barra
- A number of GP and Dental Practices across the island chain
- A variety of community-based health services

Being part of a smaller team with a flat management structure provides the opportunity to widen your experience and be involved in a range of planning and decision-making that you might not otherwise experience in a larger setting. Our patients are our community, and there is opportunity to contribute to multi-disciplinary and holistic care to patients and families across healthcare settings.

Support and development are central to NHS Western Isles' ethos, and this involves working in partnership with the University of the Highlands and Islands, NHS Education for Scotland, and other higher education institutions. Our Professional Practice and Learning team will support and advise you on your learning journey. Many opportunities can now be accessed remotely through online learning. Regular clinical training is available and scenario-based learning is available in our recently-installed sim lab.

The Western Isles has a range of employment opportunities in the public and private sector for those that are relocating as a family. Please contact us and we can direct you to vacancies that might be suitable.

All staff are valued equally and we welcome and encourage those from diverse backgrounds to come and work for us.



NHS WESTERN ISLES

BENEFITS

Pay

The NHS pay system is known as Agenda for Change (AfC) which applies to all staff excluding medical, dental and executive level managers.

The benefits include a standard working week of 37 hours, with pay enhancements to reward weekends, nights and overtime working. This ranges from time plus 88% to time plus 30% depending on your pay band and shifts you work.

Distant Islands Allowance is paid to all staff who live in the Western Isles. This is currently £1,406 per year.

Annual Leave

Annual leave entitlement is 27 working days, rising to 29 working days after 5 years' service and 33 days after 10 years' service. In addition to this, you are entitled to 8 statutory public holidays every year.

We understand that balancing work and home commitments can sometimes be difficult.

Our policies offer:

- Flexible working including home working
- Paid parental leave
- Paid carer leave
- Paid bereavement leave
- Occupational sick pay scheme

Wellbeing

We recognise that your mental and physical wellbeing is important and we aim to support you in the workplace.

We have a 24-hour confidential helpline to support you and your family through any of life's issues or problems. This includes counselling, family issues, bereavement, financial wellbeing, relationship advice, legal information and more.

NHS Pension Scheme

All new employees will automatically be enrolled in the NHS Pension Scheme, or if you are an existing member your membership will continue.

Key features

- Benefits accrued on a Career Average Revalued Earnings (CARE) basis.
- Normal pension age the same as your State Pension Age.
- Pension accrual rate of 1/54th of pensionable earnings each year.
- Valuable death benefits for your dependents.
- Option to take part of your pension and continue working.

Further information on the benefits of the scheme, can be found at sppa.gov.uk.

Travel & Transport

We participate in the Cycle to Work scheme, enabling you the opportunity to buy a bike tax-free.

Those who need to travel a lot for work will be eligible for a leased car.

Right to Work in the United Kingdom

We will support those that are eligible for a certificate of sponsorship to apply for a work visa. Candidates who require a Certificate of Sponsorship can access further information on the UK Border Agency's new points based system that now governs the way individuals from outside the EEA can work in the UK at bia.homeoffice.gov.uk.

