



# Job Description

## 1. JOB IDENTIFICATION

**Job Title:** Senior IT Specialist

**Department(s):** Information Management & Technology

**Job Holder Reference:** ADMIN006IM&T

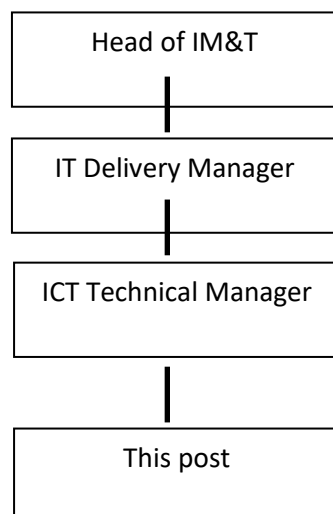
**No of Job Holders:** 5

## 2. JOB PURPOSE

This is a senior support role within the IM & T department. Post holders will manage and maintain the computing, voice and data communication networks operated by NHS Dumfries and Galloway. This includes the support of the core clinical, business and operational support systems attached to those networks.

The role is focussed on ensuring high availability, security and resilience of key systems which are essential to the smooth and effective operation of the whole of NHS Dumfries & Galloway and its independent contractors. The level of support provided must always ensure the availability, dependability and recoverability of the infrastructure. Further aspects of the role include resolution of faults directly assigned to them or escalated to them from User Support, advice to other departments, advice to User Support Staff and implementation of new systems and expansion and improvement of current service.

## 3. ORGANISATIONAL POSITION



## 4. SCOPE AND RANGE

The Wide area Network covers interconnected computers and systems across a geographic area extending to approximately 120 miles from east to west and 50 miles north to south. There are approximately 5,000 users and 4,500 workstations supported by over 400 Servers. The total equipment covered has a value of in excess of £10 million and there is an annual equipment budget of £½ million.

The work of a Senior IT Specialist supports all staff of the NHS Dumfries & Galloway and its associated independent contractors. This is a core support service for fault resolution and incorporates technical consultations, testing system recovery procedures, commissioning and deploying new systems, proactive checks on systems and networks to anticipate potential problems and handling out of hours service calls for critical systems.

The hospital clinical services that are managed and maintained include A&E admission, bed management systems, patient record systems and Laboratory system, Radiology Information system and Theatre management system and numerous clinical systems including GP and Speciality. For corporate operations the following systems are also supported: Finance systems, all networks giving access to corporate e-mail, from fax machines to voice mail systems; these are all vital to the smooth and effective operation of the business.

The post holder is required to oversee and supervise external contractor's staff when engaged on NHS Dumfries & Galloway projects either on a short or long-term basis and may supervise the work of seconded placements or temporary staff as required.

From within the department, issues/problems are escalated to senior IT specialist staff where a problem of sufficient complexity and/or scope is raised and cannot be resolved by more junior staff.

Each Senior IT Specialist works as part of a team and is expected to serve as the lead in non-overlapping technical disciplines.

## **5. MAIN DUTIES/RESPONSIBILITIES**

- Provide specialist support for all NHS Dumfries & Galloway data networks across the region. This includes Local Area Networks in all NHS Dumfries & Galloway locations and associated independent contractors, GP Practices – includes fault resolution service plus reconfiguration and installation and configuration of new equipment.
- Provide project management for the Wide Area Network service and liaison with the service suppliers.
- Provide expert support for the NHS Dumfries & Galloway Voice networks.
- Provide expert support (in a changing heterogeneous environment) for computer servers running Microsoft Server Products, VMware, Citrix, Unix.
- Plan and instigate disaster recovery procedures and to perform the regular testing of these procedures.
- Provide a mentoring and advisory role to other staff within the senior IT specialist team and the whole IM&T Department
- Provide expert support in Networking Protocols, cabling and equipment
- Server Planning, Design, Build and Fault fixing.
- Monitor compliance with the IM&T Security and Acceptable Use Policy and advise users regarding these.
- Documenting system failures so there is a clear audit trail.

- Ensure that NHS Dumfries & Galloway IT systems are maintained to an agreed service level and in accordance with best practice.
- Ensure NHS Dumfries & Galloway IT systems are protected against virus infections and infections are controlled in accordance with best practice and agreed service levels.
- Ensure NHS Dumfries & Galloway systems and network documentation is maintained up-to-date, accurately and in an easily understood manner.
- To implement and document policies, standards and procedures, proposing upgrades and enhancements to these from the basis of own expert knowledge, and experience with the installed equipment.

## 6. SYSTEMS AND EQUIPMENT

The post holder will provide installation, troubleshooting and specialist support service for a complete Range of IT Equipment including:-

1. Microsoft Windows Operating Systems and Servers
2. Citrix Operating Systems
3. VMware servers and horizon client
4. Microsoft Windows Terminal Services Systems
5. CISCO Telephony, Firewall, Routers and switches
6. Unix / Linux Operating Systems
7. Storage Area Networks
8. Broadband equipment
9. Wireless Networks
10. Fibre Channel networks
11. Disk Management Systems
12. Internet / Web based services
13. Backup and recovery systems
14. Disaster Recovery protection systems
15. Specialist Application software
16. File server and network monitoring systems
17. VPN technologies
18. Telephony

## 7. DECISIONS AND JUDGEMENTS

Sound judgement in aid of the decision-making process is required in a wide range of contexts. This can include determining the best way of solving a particular fault, the analysis and troubleshooting of complex faults, and can extend to providing complete system rebuilds in the event of a catastrophic failure. The post holder is required to assess the likely resources required to complete the task and advise the Infrastructure manager on any resource problems.

The role also requires the ability to prioritise, often in adverse and stressful conditions, which problem to give attention to and in the case of major service outages, having the judgement to link together seemingly unrelated problems that are all elements in the same, larger picture.

Using specialist diagnostic equipment to monitor the network and servers to predict problems which may occur and to decide and act upon the decision to resolve them before they become critical problems. This often involves proactive monitoring of the data streams and conditions on the network and exercising fine-tuned judgements based on observations and experience.

Assessing new technologies with a view towards suitability and potential applicability within the specified context.

Judgements are made in liaison with department heads of when systems and network maintenance and/or repairs can be scheduled to minimise disruption.

The post holder will manage his or her own workload as agreed with the ICT Technical Manager.

The post holder will report to the ICT Technical Manager.

The post holder will manage projects assigned to them by the ICT Technical Manager.

Good time management skills with the ability to work with minimal supervision.

The post holder will be able to make a judgement of which tasks can or cannot be passed to other, less specialised members of staff.

When performing the out of hours on-call function the post holder must be able to use discretion, experience and judgement to deliver critical service elements in the event of any failure.

## **8. COMMUNICATIONS AND RELATIONSHIPS**

The post holder must have a strong customer focus, sound policy and procedural judgement and good communication skills both written and oral.

The post holder is required to liaise with NHS staff at all levels. Contact will be in relation to resolving IT issues affecting more than one user and sometimes whole departments or hospitals. These are often critical systems faults with wide-ranging impact and require effective updates to department heads and key staff with current progress reports

The post holder is required to liaise with External Contractors and companies regarding equipment within NHS Dumfries & Galloway. Working with them to resolve problems and assist them in gaining access to any systems they support and making sure everyone who may be affected by any work is informed. This may require considerable tact and persuasion to ensure a controlled and timely resolution.

The post holder is to motivate, coach and train members of user support in an advisory role.

Requirement to have ability to make complex and difficult computing topics understandable to non-technical staff at all levels within the organisation.

Good telephone manner.

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

Flexibility to work outside normal working out either as part of a formal out-of-hours on-call service or as demands of the service dictate. Out of Hours on-call service is 365 days a year anytime the helpdesk is closed. This can occasionally be very stressful when receiving a high volume of calls.

Keyboard skills - there is a requirement to use the keyboard for a substantial proportion of the

working day.

Physical work, carrying equipment between vehicles and buildings, moving and carrying/installing UPS's and switches, etc.

Frequent car travel in Scotland

Mainly office environment and machine/plant rooms. Also, hospital environment, including wards and specialist medical areas, A&E and Mental Health secure units tunnels, ducts, lofts, cupboards and roof spaces and building sites. Some of these locations are extremely noisy and dirty or may pose a significant contamination risk whilst others are clinically clean.

The post requires frequent periods of concentration, plus the flexibility to change planned activities in response to unpredictable events and requests.

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

Ability to resolve problems quickly and efficiently when the faults are extremely varied and there is often little backup or supervision.

Determining actual user problems in a complex technical area, often over the telephone requires very good communication skills to elicit the correct information that is needed to solve the problem. This involves a high degree of ability in being able to translate complex technical terms into language understood by non-technical users.

The ability to understand and troubleshoot complex systems comprised of many diverse interdependent components is a mandatory for this post.

Enforcing IT Security issues such that security enhances the operation of the computer systems. This mainly consists of ensuring NHS D&G systems are secure and safe at all times.

Determining priorities in an unstructured environment always being aware of the need to ensure Help Desk calls are closed within agreed timescales.

Embracing new technologies and ensuring professional support service is provided. Information Technology is a field in which development happens in matters of months. Many new ways of working are still developing, for example, supporting a remote workforce is a recent development for NHS DG.. This requires that the post holder maintains an active self-training and awareness in a fashion simply not necessary in other disciplines.

Wide range of stakeholders to support and satisfy where timescales are often extremely challenging and attached to projects that with limited funding. This may also involve managing user expectations.

## **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

The post holder will be educated to degree level in Computer Sciences or a related discipline or will have previous experience in a specialist support role.

The post holder will have or be working towards one or more of the following:-

Certification in Cisco Products  
Certification in Microsoft Products especially server based  
Certification in VMWare products  
The post holder will possess: -

A detailed understanding of the issues surrounding large wide area network management.

A detailed understanding of network management within a heterogeneous environment comprising VMware, Microsoft Windows Server, CITRIX, Cisco and UNIX computer operating systems.

An ability to maintain regular backups of Servers using a mixture of backup and recovery products.

A detailed understanding of file permissions and rights in, Microsoft Windows Server and UNIX operating systems.

A detailed understanding of TCP/IP networking to include NAT, routing of traffic and the use of subnets.

An ability to configure and troubleshoot Cisco telephony, switches, firewalls routers and wireless networks.

A detailed understanding of Cat 5 structured and fibre optic cabling systems

A detailed understanding of telephone systems and inter site voice links.

The post holder will have the ability to produce Technical Documentation to an agreed standard.

## 12. 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:**

**Director Signature:**

**Date:**

# Person Specification

	ESSENTIAL	DESIRABLE
SKILLS	<p>Detailed understanding of network management in Microsoft Windows server, CITRIX VMware and TCP//P networking and configuration, routing, switching</p> <p>Detailed understanding of Internet, e-mail and Web based technologies on their operations from a network operating system view</p> <p>Ability to configure switches, routers, hubs and repeaters.</p> <p>Understanding of Basic design of Cat 5 and fibre optic structured cabling</p> <p>Full current driving license.</p>	<p>UNIX support skills</p> <p>A knowledge of "CITRIX" Technologies</p> <p>Basic scripting skills in UNIX</p> <p>Telephony experience</p>
QUALIFICATIONS	<p>Tertiary qualification in a related discipline</p>	<p>Microsoft Certification</p> <p>VMWare Certification</p> <p>CISCO certification</p>
PERSONAL QUALITIES	<p>Ability to communicate effectively</p> <p>Highly articulate in approach to work</p> <p>Work as a team player</p>	
EXPERIENCE	<p>Good understanding of issues surrounding supporting large Local and Wide Area Networks</p> <p>Detailed understanding of PC hardware and software applications and operating systems.</p> <p>Virus protection and backup checking experience</p> <p>Awareness of IM&amp;T security policy, associated Data Protection Act issues and Computer Misuse Act</p>	<p>Demonstrate knowledge of good practice disaster recovery techniques</p>

# Find Out More

## **NHS Dumfries & Galloway**

For information on NHS Dumfries & Galloway, including details of further staff benefits, how to get started with us, advice for moving to the area, our facilities and beautiful surroundings, check out our **Work with Us** Portal.

To access the Work with Us web pages, copy and paste the following link into your web browser: [www.nhsdg.co.uk/workwithus](http://www.nhsdg.co.uk/workwithus)

## **Dumfries and Galloway Health and Social Care Partnership**

For information on Dumfries and Galloway Health and Social Care partnership:  
<https://dghscp.co.uk/>