



NHS LANARKSHIRE
JOB DESCRIPTION

1. JOB DETAILS

Job Title: Applications Support Analyst

Immediate Senior Officer: Senior Application Support Analyst

Directorate: Digital

Job Reference: AS.0126

2. JOB PURPOSE

The Postholder will provide technical input and support services for NHSL eHealth systems working alongside eHealth colleagues, NHSL staff and external partner agencies to ensure the implementation, deployment, on-going support, systems uptime and availability of eHealth systems and associated computer Hardware across all NHSL areas.

The Postholder will provide systems administration and support for databases, Email services, maintenance functions and operational support to ensure application systems uptime and acceptable performance levels for all NHSL eHealth core and departmental systems.

3. DIMENSIONS

The Digital Services Directorate provides a comprehensive range of services to NHS Lanarkshire. NHS Lanarkshire has an ambitious eHealth Strategy which is transforming the way we deliver healthcare. The dependency on eHealth systems and services is critical to the day to day running of the organisation.

The department consists of 326 staff split across following key functional areas:

- Business Support
- Strategy and Delivery
- Information Management
- Programme Delivery
- Applications

- IT Infrastructure (33 WTE)
- Health Records

Key Metrics

Revenue Budget £18M

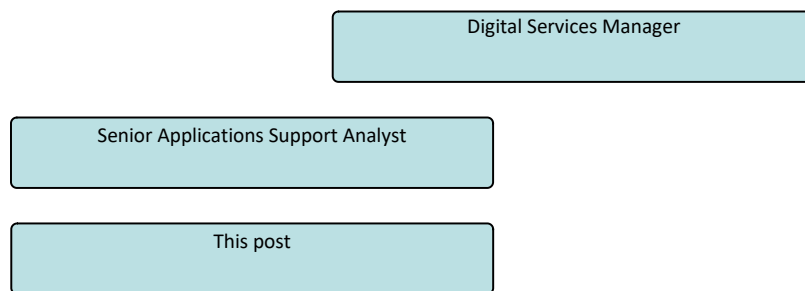
Capital Budget £2M

12000 Users

130 Sites including 3 Acute Hospitals and 113 GP Practices

Supported Applications /Systems 300+

4. ORGANISATION CHART



5. ROLE OF THE DEPARTMENT

The Head of Digital Transformation is responsible for the overall Application Management Strategy and delivery, supporting the overall delivery of the eHealth Strategy.

6. KEY RESULT AREAS

- Installing, Upgrading and configuration of both Hardware and software for new and existing eHealth systems
- Liaise with suppliers and external partners on technical support issues for supported eHealth systems
- Provide troubleshooting, technical support and advice to users of all eHealth Systems.
- Execute database /Email maintenance on eHealth applications including periodic data validation checks alongside associated housekeeping tasks in accordance with application vendor recommendations and prevailing technical/organisation standards to ensure optimal systems performance,

systems uptime and robustness.

- Build a rapport and encourage the sharing of E-Health systems knowledge with E-Health colleagues to prevent support bottlenecks during peak times or periods of absence.
- Where required, manage user accounts for both Windows and non-Windows platforms.
- Provide a support service and system solutions to ensure that eHealth applications are online, downtime risk is mitigated and systems are running optimally.
- Plan tasks and activities which may require adjustment due to variable workload or interruptions. Where required, write reports, maintain computer systems, user IT accounts and computer hardware e.g. desktops, servers, cabling, printers.
- Ensure that technical systems implementation adheres to prevailing technical and organisational standards of good practice. This should form the basis of participation in comprehensive Testing of eHealth systems proposed for use in both an applications and hardware capacity.
- Keep abreast of technological developments in IT to ensure technical awareness and knowledge of evolving and emerging technologies which may be a contributing factor in formulating technical policy proposals and the procurement of new systems/system upgrades.
- The impact of the aforementioned policy proposals may be felt across the spectrum of service and Team areas.
- Where appropriate, put processes and procedures in place to assist in ensuring systems are brought back online after a bare metal restore.
- Work with eHealth security colleagues to ensure secure and robust user access to eHealth systems
- Where appropriate, liaise with the user department and external suppliers/partner to ensure the validity of the data being recorded and stored.
- Manage system issues and resource overheads on eHealth systems where appropriate raising concerns to the applications manager for consultation, and escalation to ensure a resolution can be put in place in the context of all necessary checks and balances.
- The post holder is required to participate in the technical IT on-call out of hours emergency support service

7. ASSIGNMENT AND REVIEW OF WORK / DECISION AND JUDGEMENTS

The post holder, where appropriate, will :

- Manage workload; prioritise tasks in relation to routine and project work. Plan tasks and activities which may require adjustment due to variable workload or interruptions.
- Select the most appropriate fault resolution processes and when necessary escalate major fault resolution proposals that present significant risk to systems stability, uptime and robustness to the eHealth Application Manager with overall responsibility for the supported eHealth application/system.
- Analyse situations and information to identify and resolve a range of problems including eHealth systems failure e.g. computer systems errors, user's computer problems, application problems, network issues, data errors and reports.

8. COMMUNICATIONS AND WORKING RELATIONSHIPS

The post holder is expected to communicate and develop effective relationships with:

- All system users within NHSL.
- Officials from partner agencies and external vendor companies.
- Senior colleagues.

Excellent interpersonal communication skills and empathy with staff are required together with good presentation skills and the ability to negotiate and influence change. In addition, the post holder is expected to be able communicate technical issues to non-technical staff

9. MOST CHALLENGING PART OF THE JOB

To ensure that the EHealth department continues to prioritise and meet the competing demands placed on its limited resources. The postholder is expected to contribute to managing the expectations of user departments in supporting the implementation of technical solutions to enable and enhance the delivery of patient care, user department workflows and working practices. It is incumbent on the Postholder, collaboratively with eHealth colleagues, to support eHealth systems ensuring that they are available online and perform optimally.

10. SYSTEMS

The post holder will be involved in the support of a number of ehealth systems in use within NHS Lanarkshire.

Predominantly covering the following services:

- Clinical Diagnostic Services
- Patient Management Services
- Clinical Support Services
- Business Services

The post holder's position within the structure of the eHealth Department designates which of the above services and related systems are predominantly supported by the post holder.

The post holder, where appropriate has responsibility for :-

- Maintenance of a secure database of logins and passwords and the production of signed off user documentation for supported eHealth Systems
- Maintenance of security and permissions and provision of first line fault handling process of supported eHealth Systems.
- Create testing environments and participate in testing of eHealth Systems and client upgrades.
- Database maintenance of eHealth systems
- The post holder will be required to input and manipulate data into computer databases

11. PHYSICAL, MENTAL, EMOTIONAL EFFORT

Physical Effort

Occasional requirement to lift, unaided, heavy IT equipment throughout day.

There will be an occasional requirement to carry or move equipment without aid e.g. user's desktops.

Requirement to travel to numerous NHSL and external supplier sites.

The post involves frequent and extended use of keyboards.

Mental Effort

Frequent requirement for concentration in fault investigation and resolution.

Constant monitoring and use of equipment/systems to ensure compliance with eHealth/ICT policies

The post holder will be required to input and manipulate data into computer databases

Emotional Effort

Most aspects of the post are pre planned but occasionally due to systems failure the

post can be stressful.

All aspects of the post are directly related to immediate and long term patient care.

Loss of systems availability can result in delayed patient treatment, mental and emotional demands are placed on the post holder until issues are resolved.

12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT

The post holder will have to work with a large range of complex computer hardware including:

Standalone servers
Blade centre technology
Storage area networks
High availability technology
Network devices

The post holder as a technical leader will have a responsibility for the maintenance and daily operational performance of this complex equipment ensuring that it's operating effectively for all staff.

The post holder will be required to use a PC and printer as part of their daily duties.

The post holder is expected to have a comprehensive knowledge of IT hardware in respect of desktop PC and Printer and server equipment.

The post holder is required to use a mobile phone.

The post requires that the holder has knowledge of basic electrical safety rules.

The post holder will use a computer tool kit.

13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

The post holder will be educated to HND level or have been significant experience in a technical support role within an information technology department and/or possess employment experience in a health service systems technologist role.

The post requires an individual who demonstrates a high level of technical and communication skills in all or most of the following areas.

- Windows
- Exchange

- Microsoft Office
- Unix
- MS SQL Server

The post requires an individual who can demonstrate the following skills:-

1. Planning and Organising
 - Ability to manage workload, prioritise and assist in completion of routine and project workloads.
2. Communication
 - Proven skills of empathy with staff
 - Good communication and inter-personal skills
3. Teamwork
 - Demonstrate ability to work effectively in a team with both technical and user colleagues

14. 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: