

# IT Support Engineer

## Candidate Information Pack



# Welcome

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Dear Candidate,

I would like to extend a warm welcome to you for taking the time to read more about who we are and the jobs we have on offer.



**Graham Gault,**  
ICT General Manager

NHS Dumfries and Galloway is one of 14 territorial Health Boards covering the region of South West Scotland. The Board has a workforce population of over 4500, 92 ICT supported buildings across 2500 square miles in the beautiful South West of Scotland.

Our Information Communication Technology (ICT) Department is a great team to work in and is recognised for our compassionate support offered to our staff. We fulfil a wide encompassing crucial role operating at the heart of our organisation delivering essential digital services supporting Staff and Patients. Our role as a directorate is to ensure the services provide a 24 x 7 x 365 computing service covering literally every aspect of our business including specifically key functions: Digital Laboratories, Digital Xray, Electronic Patient Record, Patient Administration and Management system as well as a large number of communication systems, Unified Collaboration tools (NearMe, MS TEAMS/ Office 365), and a large number of Departmental specific systems.

The variety of work is extensive and through and continual proactive training for our staff we offer huge scope for you to join our business, learn the ropes and then have the opportunity to specialise or to progress through a career in a more management route or indeed opportunities in other directorates. That bit is up to you!

We feel the challenges and complexities that we can offer allows us to grow and perfect our skills to become leading experts in our field.

Whether you are applying from the public or private sector we welcome applications from all who can demonstrate a passion for collaborative working, continuous improvement, customer service and improving the lives and wellbeing of others.

If you have the above attributes and feel you could fit in to this dynamic team and help us deliver our Digital priorities then please do consider applying.

On behalf of all the ICT team, good luck in your application and I hope to be saying hello to you soon.

I would like to extend a huge warm welcome and give my thanks to you for taking the time to read more about who we are and the jobs we have on offer.

Kindest regards,

*Graham*

# The Opportunity

## 1. Job Identification

<b>Job Title</b>	IT Support Engineer
<b>Band</b>	Band 4
<b>Salary</b>	£22,152 - £24,258 (pro rata)
<b>Scale</b>	Agenda for Change**
<b>Hours</b>	Full Time 37.5 hours per week
<b>Contract Type</b>	Permanent or Fixed Term
<b>Department</b>	IM&T
<b>Reporting to</b>	Brian Currie
<b>Base</b>	Dumfries and Galloway Royal Infirmary

\*\* NHS Scotland's AFC pay system differs slightly from NHS England, Wales or Northern Ireland. Please click [here](#) to access the most up to date pay scales and Terms and Conditions.

## Contact Details

**Line Manager**  
Brian Currie

We welcome informal contact from prospective candidates who wish to better understand the role.

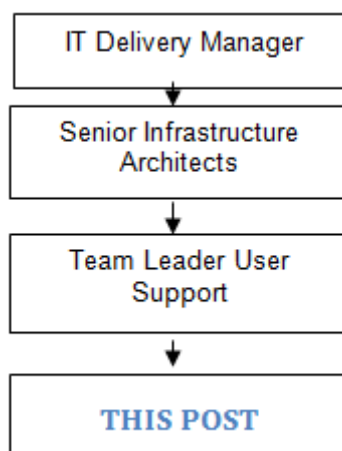
Please contact: Brian Currie - [Brian.currie@nhs.scot](mailto:Brian.currie@nhs.scot) Please call our switch board on 01387 246246 and ask for extension 34183

# Job Description

## 1. JOB PURPOSE

The post holder has an essential part in implementing the IM&T strategy of NHS Dumfries and Galloway. This is a front line role dealing with computer users at all levels and skills. The post holder provides remote and desk side support for all computer systems Clinical, Administrative and Financial.

## 2. ORGANISATIONAL POSITION



## 3. SCOPE AND RANGE

The wide area Network covers interconnected computers and systems across a geographic area extending to approximately 120 miles east to west and 50 miles north to south. There are approximately 5,000 users and 3,000 workstations supported by over 200 Servers. The total equipment covered has a value in excess of £2 million and there is an annual equipment budget of £1/4 million.

The work of an IT Support Engineer supports all staff of the NHS Dumfries & Galloway and its associated independent contractors. This is a core support 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 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.

Each IT Support Engineer works as a team and is expected to serve as the lead in non-overlapping technical disciplines.

#### **4. MAIN DUTIES / RESPONSIBILITIES**

The User Support Engineer will play a vital role in the supporting NHS Dumfries & Galloway's computer systems in line with the local IM&T Strategy. The Postholder will have the following responsibilities:

- Provide expert support to NHS Dumfries & Galloway staff in all aspects of computer usage.
- Provide expert support for the NHS Dumfries & Galloway end user desktop equipment including external systems including e-mail, Internet access.
- Provide detailed technical support, advice and assistance in all aspects of upgrading PC equipment including commissioning and set up.
- Assist in the testing of a structured disaster recovery procedure within general practice and NHS Dumfries & Galloway where appropriate.
- Support users through a Helpdesk advice on all technical issues ensuring a highly responsive service is provided and to ensure that all calls are dealt with within agreed timescales.
- Provide end user training as and when required.
- Undertake to resolve via appropriate channels all operational issues associated with voice services.
- Assist in the development of the NHS Dumfries & Galloway network.
- Ensure faulty equipment is dealt with in a timeous manner to agreed timescales.
- Support all new IM&T initiatives via LHPs and Other Directorates.
- Undertake to conclude via appropriate channels all requests for data and information.
- Deal with third parties to arrange repairs and upgrades.
- Maintain documentation on all procedures and processes.
- Provide quality of service, contributing towards and supporting service improvements and ensuring that support is always available to users.
- Assist with the promotion and development of the department and the services provided.
- Participate with the resolution of all major system or network faults.
- Participate in the installation of network hardware and participate with monitoring and management of the data communications network.
- Provide technical support to Helpdesk generated incidents within SLA requirements and to resolve incidents to user satisfaction.
- Provide technical support input for new projects and developments and their implementation as required.
- Ensure that all hardware and software purchased by the Health Board is compliant with any relevant Board standards.
- Perform installation of hardware and software ensuring it is installed

to existing Health Board standards and within any predetermined timescales.

- Contribute in change control processes for the various infrastructures.
- Provide supporting documentation for the various departmental operational procedures.
- Provide technical support input for new systems and upgrades to existing systems as required, including new infrastructure technologies and deliverables.
- Help ensure that infrastructure and application servers across all sites have maximum user availability.
- Maintain the security of the centrally located computer installations.
- Participate in the operational demands of the centralised backup solution and its associated media library.
- Help ensure that the Active Directory Data Network infrastructure is operationally managed, controlled and is secure.
- Help maintain the provision of environmental requirements within the centralised computer suites across all sites.
- Ensure that Anti-virus and other measures as appropriate are effective to safeguard the network and computer and computer systems.
- Participate with system housekeeping duties, ensuring that all centralised data is correctly backed up and verified with regular test restores and that media is stored in an appropriately safe manner.
- Provide telephony and video conferencing related support.

## 5. SYSTEMS AND EQUIPMENT

- Computers
- Network servers
- Data Backup Devices
- Wide Area Network & Local Area Network
- MS Office Packages
- HelpDesk software
- Email software
- Internet access software
- Network Administration software
- Anti virus software
- Remote control software
- Data recovery software
- EMIS and third party GP Clinical Systems.
- **The Network:** Support PCs Printers and printer servers along with user issues on the network in NHS Dumfries & Galloway Royal Infirmary.
- **Windows:** Windows operating systems.
- **Backup:** Provide remote and onsite support for the system backups.
- **GPs:** Support on all General Practice servers.
- **Telephones:** First line support.

## **6. DECISIONS AND JUDGEMENTS**

The post holder should be able to work with minimal supervision while deploying initiative and flexibility. As supervision is only required weekly the post holder must make daily judgements on the priority of outstanding work. The HelpDesk will forward daily tasks and the post holder will determine the most appropriate resolution and advise users and departments on time scales.

## **7. COMMUNICATIONS AND RELATIONSHIPS**

- The postholder must have a strong customer focus, sound policy and procedural judgement and good communication skills both written and oral.
- The postholder 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 system faults with wide-ranging impact and require effective updates to department heads and key staff with current progress reports.
- The postholder 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.
- 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.

## **8. PHYSICAL, MENTAL AND EMMOTIONAL DEMANDS OF THE JOB**

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 within Dumfries & Galloway

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.

## **9. MOST CHALLENGING 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 Helpdesk 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, in 2000 the Internet and e-mail were not considered mission critical. This requires that the postholder 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 with limited funding. This may also involve managing user expectations.

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

- A good understanding of issues surrounding large wide area network management.
- Working knowledge of Network Security, Data Protection Act, Computer Misuse Act.
- Previous IT Support Role
- Good understanding of directory structures
- Good understanding of file permissions and rights
- Sound knowledge of TCP I/P

- Be able to install and maintain PC's, laptops, printers, phones and WYSE terminals.
- Good understanding of structured cabling
- Previous experience in an IT support role
- A preferred vocational qualification,
- HNC in Computing and ECDL or equivalent.
- Good understanding of Server Technology.
- Good computer Hardware knowledge.
- Able to organise own workload.
- Good time management skills.

## 11. JOB DESCRIPTION AGREEMENT

**Job Holder's Signature:**

**Date:**

**Head of Department Signature:**

**Date:**

# Person Specification

ESSENTIAL	DESIRABLE
<p><b>QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>HNC in Computing and ECDL or equivalent experience</li> </ul>	
<p><b>EXPERIENCE:</b></p> <ul style="list-style-type: none"> <li>Installation of PC's, laptops, printers and WYSE terminals</li> <li>Good understanding of structured cabling</li> <li>Good understanding of File permissions and rights</li> <li>Good understanding of area network management</li> <li>Working knowledge of Network Security, Data Protection Act, Computer Misuse Act</li> <li>Previous IT Support Role experience</li> </ul>	<ul style="list-style-type: none"> <li>Previous NHS IT Support Role</li> </ul>
<p><b>SKILLS:</b></p> <ul style="list-style-type: none"> <li>Good understanding of Server Technology</li> <li>Good Computer Hardware knowledge</li> <li>Sound knowledge of TCP I/P</li> <li>Ability to organise own workload</li> <li>Good Time Management Skills</li> <li>Good organisational Skills</li> <li>Ability to communicate at all levels in the organisation</li> <li>Presentable/supportive manner for working with all levels of staff</li> </ul>	<ul style="list-style-type: none"> <li>Willingness if necessary to undergo further training</li> </ul>

# Find Out More

For information on NHS Dumfries & Galloway, including details of our facilities and beautiful surroundings, check out our new Work, Live, Play Digital Brochure.

To access the brochure, copy and paste the following link into your web browser:

[www.nhsdg.co.uk/workwithus](http://www.nhsdg.co.uk/workwithus)

