

## 1. JOB IDENTIFICATION

**Job Title:** Telecoms Support Team Leader  
**Responsible to:** Telecoms Technical Support Manager  
**Department:** Operations - Telecommunications  
**Directorate:** eHealth

## 2. JOB PURPOSE

The Telecoms Support Team Leader will provide support and assistance to the Telecoms Technical Support Manager in the provision and support of telecoms service and maintenance which will include all aspects of the Telecommunications infrastructure. This includes providing advice and support to other managers throughout the Board and in the wider NHS arena. The Telecoms Support Team Leader will provide specialist knowledge and support to the Telecoms Technical Support Manager and will provide support and guidance to the Telecoms Support Technicians on work prioritisation and incident management. for all aspects of the Telecommunications infrastructure in respect of system configuration fault rectification, responding to and resolving hardware and software faults with a wide range of telecoms solutions Installations of new Telecoms hardware and infrastructure and project related Telecoms developments. The post holder will also provide direct support and cover for the Telecoms Technical Support Manager and will participate in an on call Rota. The workload will require a sound knowledge of Network infrastructure due to the VOIP solution deployed across the estate and the increased convergence of both Telecoms and Network services within eHealth Operations.

The post holder will assist the Telecoms Technical Support Manager in the day to day running of the Telecom technical service throughout NHS Greater Glasgow and Clyde (NHSGGC), fault resolution for Telecom technical support calls, work plans and will contribute and take ownership of all Telecom technical support issues as required.

## 3. ROLE OF DEPARTMENT

The overall aim of the eHealth Directorate is to deliver and maintain a comprehensive integrated information, technology and record management strategy in order to ensure that the right information is provided in the right place at the right time, to support highest possible levels of diagnosis, treatment and care of patients and clients, to support continuous improvement of the health of the populations we serve and to achieve more effective integration between Health and the Care Services of our Local Authority partners.

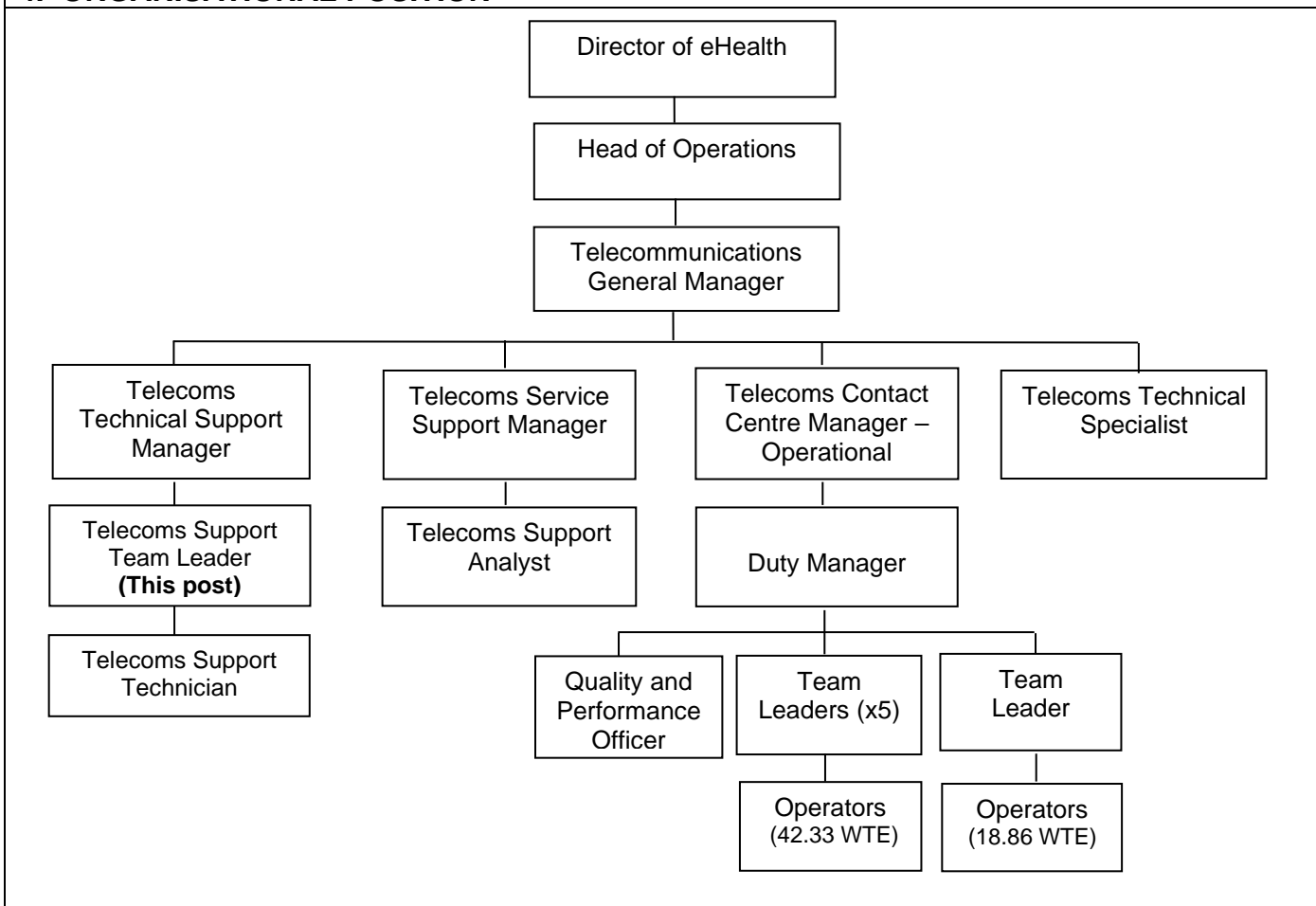
This includes patients' case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge: it includes developing and supporting electronic information systems for clinical and management use: and it includes collection and analysis of data required by the Scottish Government Health Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populations.

The eHealth Directorate has approximately 1,642 staff, a revenue budget of approximately £70.7m (incl annual Scottish Government ring fenced funding), annual capital budget ranging between £7-8m and non-recurring eHealth budget of approximately £13.2m.

The eHealth Directorate comprises the following departments:

- **Operations** – responsible for the overall IT and Telecommunication service delivery to NHSGGC including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHSGGC to agreed KPI's and SLA's. In addition, Information security and compliance.
- **Strategy and Programmes** - responsible for the development of the medium to long term eHealth Strategy and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration and System development.
- **Innovation** – responsible for development and delivery of eHealth enabled Innovation Programmes, linking with Innovators such as clinicians, R&D, industry and SME's within NHSGGC, West of Scotland, and the broader Innovation community.
- **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services (Libraries), Clinical Coding and Business Intelligence.
- **Health Records** – delivery of Health Records services across NHSGGC, including provision of outpatient clinics and ward clerk services
- **Business and Resource Management** – responsible for financial management, procurement & contract management, audit, risk management, Programme Management Office (PMO), Information Governance, FOI responses and overarching aspects of staff governance and organisational development, Health & Safety, general Directorate wide governance and facilities management activities.

#### 4. ORGANISATIONAL POSITION



## 5. SCOPE AND RANGE

The Telecoms infrastructure underpins the delivery of all Telecoms systems and applications. The environment covers:

- 10 major acute sites.
- 500 smaller sites.
- Potentially 50,000 staff
- 26,500 telephone users
- Core services availability requirements of 24-7-365.
- Supporting the delivery of the telecoms service which can have a direct impact on patient care (from patient telemetry systems to maintaining cardiac arrest, fire alert and paging systems)

The role of the Telecoms Support Team Leader requires working across all Divisions and is wide ranging in terms of the diversity of the role and the relationships with internal and external users of the service. This is particularly relevant in developing relationships with key personnel involved in new service developments and refurbishments. The postholder will interact with customers at all levels within the organisation, including porters, nurses, Ward Managers, Service Managers, General Managers, laboratory staff, admin staff, Doctors and Consultants.

The overall scope of the role is wide and varied and in addition to the above areas, there is involvement in various operational tasks such as analysis of telecoms performance, information data and using this information to propose changes to improve both service and value for money. Resolving incidents and requests by configuration management of the Avaya Communication Manager. Resolution of incidents and requests via site visits, often involving extended periods of travelling within and between sites and carrying / transporting telecoms equipment around sites.

The post-holder will develop and maintain relationships with key suppliers and will be responsible for purchasing and maintaining appropriate stocks e.g, telecoms patching and cable and frame management, handsets, etc. and dispersing across NHSGGC as appropriate.

The post-holder will provide expert technical and operational support and act as a centre of competence to advise and ensure that individual Divisions adopt and/or adapt best practices in the use of the telecoms system.

The post-holder will attend technical seminars/road-shows to keep abreast of all technological developments and advise the senior managers/users of best products and services.

The post-holder will provide technical and operational support in relation to general telecommunication systems and services throughout the Board and partnership agencies.

## 6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

The post-holder will support the Telecoms Technical Support Manager in the management of all voice service provision by providing advice and support using experience and judgement, in conjunction with users, to identify the most

appropriate course of action required. This covers a range of tasks from fault reporting to modifying and configuration of the Avaya CM solution and other existing systems.

The post-holder will assist the Telecoms Technical Support Manager for day to day co-ordination and supervision of the Telecoms team workload. Allocating work, quality assuring service levels and ensuring all services are provided in compliance with all relevant standards, regulations and guidance appropriate to the telecommunications service provision. General health & safety, risk assessment and NHS Standards and Requirements.

Liaising with users and advising on a range of specialist telecommunications subjects and procedures. This will encompass implementing change as a result of legislative changes, new reporting processes and the need for new training programs as a result of external pressures on service delivery.

The post-holder will develop, adapt and improve systems and propose changes to systems and protocols for the telecoms network in line with new industry developments and best practice. The post-holder is responsible for introducing, imputing, storing and disseminating information used in statistical analysis and provide regular reports to Senior Managers in the form of written or verbal reports and in more formal presentation situations.

The post-holder will assist the Telecoms Technical Support Manager in the authorisation and payments to service and materials providers' whilst monitoring contract performance.

The post-holder will be actively involved and will use their experience and specialist knowledge to develop and support the most appropriate Telecoms solutions and developments for NHS GG&C whilst complying with any national or local contracts in place.

### **Breakdown of Duties:**

1. Respond to support calls logged via the Self Service Portal Service Desk
2. Ensure calls are progressed within Service Level Agreements
3. Technically resolve the hardware, software, connectivity or other user issues leading to the support call
4. Maintain an up to date knowledge of the very wide range of hardware and software that Underpins the telephony infrastructure used within the organisation
5. Work with the other Telecoms and eHealth colleagues and teams to resolve support issues
6. Ensure that main sites have support cover from 08:30 to 17:00
7. Be physically based at various main sites as determined by support requirements and the need for cover (as determined by the Telecoms Technical Support Manager)
8. Provide general cover to all sites and ensure that all site Telecoms support call queues are monitored and actioned
9. Work with and direct the organisation's 3rd party support providers. Audit / monitor Telecoms frames and server infrastructure

### **Installations, Moves and Changes**

1. Respond to work orders logged via the Service Desk
2. Ensure work orders are carried out within Key Performance Indicators, using own

initiative to prioritise the work (though Telecoms Technical Support Manager will prioritise where required as part of projects or escalated issues)

3. Maintain quality documentation of all new installations including telephony solution data and configuration details while maintaining up to date Topology details
4. Ensure all appropriate testing is identified and carried out to ensure the smooth completion of work orders
5. Ensure all involved customers, project managers and IT staff are kept informed of progress

#### Team and department support

1. Support and work alongside the Telecoms Technicians to provide supervision, knowledge and expertise, e.g. handovers to team colleagues when changing site responsibilities or introducing new sites
2. Contribute to documentation on the Telecoms infrastructure, ensuring that it is always up to date and available
3. Keep abreast of the changing technical environment, in terms of both hardware and software, ensuring the division is making best use of available technologies

Participate in the continuous development of the Telecoms/ environment and support services as directed by the Telecoms Technical Support Manager and in conjunction with the wider Telecoms team.

1. Develop, test and implement standard practices for the deployment of Telecoms Solutions
2. Test new Telecoms solutions and assist the Telecoms Technicians and wider team in their configuration and management
3. Configuration and management of the Avaya Communication Manager and other telephony applications in relation to all proposed service developments and expansions and advise Telecoms Technical Support Manager of any resultant Telecoms issues

1. Deputise for the Telecoms Technical Support Manager when required
2. Co-ordinate team workload
3. Prioritise work orders
4. Move staff between sites as required to meet support demands
5. Work with Telecoms senior management to address support and work order issues

#### In All Work

1. Work to priorities agreed with the Telecoms Technical Support Manager
2. Ensure that users are left with all the facilities and functions previously available
3. Escalate problems in a timely manner, to avoid user dissatisfaction, and as appropriate keep both the telecoms and IT Service Desks informed.
4. Work within eHealth and telecoms policies, procedures and guidelines
5. Work within Estates asbestos and electrical regulations and industry best practices, especially for safe methods of working
6. Be familiar with the Organisation's Telecoms and IT infrastructures, technology, systems and projects to ensure that work carried out is within overall organizational

strategy

7. Be familiar with the Division's departments, directorates, management and operational structures to ensure customers network connectivity is appropriate to their service requirements
8. Ensure that any Telecoms issues and all IT related security breaches are escalated to the Telecoms Technical Support Manager
9. Ensure that customers are kept fully informed of progress throughout all work
10. Ensure that all customer communications are undertaken in a professional manner and take account of customer perception of the issues involved and overall service delivery

The above is not exhaustive, and the post-holder may be required to fulfill other reasonable requests for support whilst working with integrity and following best practice guidelines.

### **7a & b. EQUIPMENT, MACHINERY AND SYSTEMS**

The post-holder needs to have excellent Telecoms skills particularly in relation to the Avaya Communication Manager, must have a sound telecoms background and understanding of a variety of software packages and equipment that comprise the Telecoms network.

The post-holder will need to have an understanding of eHealth to liaise with IT professionals and colleagues in the future development of service convergence together with a broad knowledge of general telecommunications systems and infrastructure to assist in the provision of telecommunication services.

The post-holder will, on a daily basis, use and continually maintain (at a specialist level) a range of telecoms and IT equipment and systems, including:

- Avaya Communication Manager management and configuration
- The maintenance and continuous electronic updating of the multiplicity of system directory information including : CVD's (customer Variable Data), Frame Map records, Move and Change records and stock inventory and rotation records

This Telecoms environment delivers critical telephony services and applications to customers. The post-holder will be required to maintain a specialist knowledge of these and provide support for these systems/applications and their users.

The post-holder will also use:

- PC spreadsheets, word-processing and email
- Presentation packages (Powerpoint, Visio)
- Databases (creating and using)
- Service Desk / call logging systems

The post-holder will use a range of manual recording and reporting systems.

- Files (contracts, personnel, technical and supplier literature, professional docs)
- Key and room access systems (comms nodes key management, etc.)

The post-holder will use a range of office machinery and equipment, including PCs, peripherals, scanners, faxes, telephony frame management services.

## 8. DECISIONS AND JUDGEMENTS

Key areas of responsibility will be allocated by the Telecoms Technical Support Manager

Much of the post-holders activity will be self initiated in response to support calls, planned development work and requests from the Telecoms Technical Support Manager.

The postholder will manage overall priorities, workloads, prioritisation conflicts, moving staff between sites to meet demands, rotas and escalation of issues (service level agreements exceeded, etc.)

The post-holder will have freedom to act / autonomy in the following key areas:

- Response to support calls and prioritised work orders
- Manage and prioritise Telecoms Technicians workload
- Determining how best to prioritise support calls and how to split work with team colleagues covering the same site(s)
- Communication with customers / users at all levels regarding support issues and work orders
- Communication with colleagues to progress support issues and work orders
- Communication with external 3rd party support contractors to progress support issues and work orders
- Communication with other eHealth teams, National Telecoms teams and external companies to progress support issues and work orders
- Co-ordinating persistent technical problems and their potential resolutions with team colleagues and presenting appropriate recommendations to the Telecoms Technical Support Manager

In addition, the post-holder will have wider communication with suppliers and involvement in more highly complex technical issues and decisions.

The post-holder will occasionally deputise for the Telecoms Technical Support Manager and will participate in the Telecoms team on call rota.

The post-holder is largely autonomous and will use their initiative to prioritise, initiate and organise the team workload on an ongoing basis taking into account the needs of the service and determining the best way to achieve short and long-term objective by interpreting agreed national and professional policies and guidelines.

The post-holder will be required to communicate successfully when dealing with operational issues, on a regular basis, both face to face and by telephone.

The post-holder will be required to convey a confidential approach when dealing with others and will need to balance the conflict of a heavy existing workload with frequent interruptions.

The post-holder will be required to work to key agreed objectives and in accordance with NHS GGC policy and that they will be reviewed regularly on their achievements of these with the Telecoms Technical Support Manager.

## 9. COMMUNICATIONS AND RELATIONSHIPS

The post-holder will be required to effectively communicate complex technical and non-technical issues and concepts to clinicians, managers and users at all levels, including formal presentations to large groups. This communication will allow these staff to develop strategies when planning the development of their service. It is also essential that the post-holder can grasp technical issues out with their core knowledge, e.g. when working with clinical departments' or IT systems. The post-holder will also be required to undertake one-to-one and small group training on Telecoms system functionality.

As the Telecoms Support Team Leader, there is a need to have contact with a large number of people inside and outside the organisation and must be able to explain Divisional and pan-Glasgow Telecoms policies and procedures to 3rd party suppliers.

The post-holder must be able to understand customers' perception of Telecoms issues and services, and then appropriately deal with any concerns in a diplomatic and professional manner.

The post-holder will coordinate user feedback and expectations during deployment of new systems/applications.

The post-holder will have close day to day involvement with the senior management team along with regular contact with multi-disciplinary staff across NHS GG&C. In many instances the post-holder will be dealing with information that may be highly sensitive or confidential in nature and will be required to use effective influencing skills over staff members for whom they have no direct management responsibility.

As well as verbal communication on related day-to-day issues, the post-holder will also produce reports and technical guidance for customers at all levels of the organisation to ascertain their requirements and solve problems on Telecoms issues.

The postholder will use multiple communication routes and devices including, telephone, fax and PC.

## 10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Effort, etc:

- Requires highly developed Telecoms skills and knowledge to accurately configure and support the Telephony infrastructure.
- Ability to concentrate on delivering user support services while dealing with the interruptions of further Telecoms support calls and issues.
- Dealing with complex support issues requiring the gathering of test data and co-ordination of feedback from users, suppliers and IT colleagues to determine a resolution.
- Requires ability to concentrate for hours and occasionally days on resolving technical issues.

#### Working environments:

- Frequently required to move or lift items of Telecoms/IT equipment.
- Frequently required to work in clinical / patient areas where Telecoms services are deployed. Exposed to working environments and patient areas in Theatres, ICU, etc.
- Often required to work in areas that are cramped, dirty, dusty and hot (IT comms nodes of which there are >130). Plus some are in less accessible areas (building roof plant rooms, loft space or above head height).
- Occasionally required to work in cold drafty areas or outdoors (air conditioned node and plant rooms).
- Occasionally asked to undertake additional out-of-hours (evenings, weekend and holiday) work to minimise disruption to clinical services during user department moves, area upgrades, changes, etc.
- Regularly changing base site as part of support role plus moving site at short-notice on request of Telecoms Technical Support Manager to address support requirements.

#### Physical and environmental dimensions of the job:

- Control the logistics of projects, with ordering, unpacking and checking various equipment/hardware with requirement to carry/move equipment without aids.
- Use of computer and mobile telephone for a large part of the working day together with attendance at on and off site meetings
- Balancing day to day roles and responsibilities with crisis and/or emergency management therefore time management skills are essential.

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

Maintaining a working knowledge of a wide range of Telecoms solutions particularly the Avaya Communication Manager and related infrastructure.

Supporting a wide range of Telecoms systems / hardware ranging from state-of-the-art to older technology which is being decommissioned.

Developing and maintaining skills in an ever-changing Telecoms environment.

Delivering a timely support service within the constraints of access to clinical areas.

The post-holder will assist the Telecoms Senior Managers in liaising with a wide range of NHS personnel, patients, relatives, members of the public and external organisations who are stakeholders in the service. This invariably requires high levels of skill in communicating, negotiating, advising and calming individuals or groups when service delivery does not meet all of these groups' needs or expectations.

Telecommunications is an ever expanding area and the postholder must ensure that the services within NHS GG&C are evolving at a rate sufficient to meet the ever-increasing demands of the service. All this needs to be achieved at a cost that is affordable by the health service in NHS GG&C. The post-holder will often work under pressure and balance multiple demands in complex/changing circumstances.

In general, providing a comprehensive support on a Board wide basis relating to all aspects of the Telecoms network. The post-holder will be involved from time to time dealing with conflict situations e.g. emotionally charged inter-function meetings. The post-holder will

require sustained emotional energy/resilience when dealing with challenging problems.

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

Essential Requirements:

The Telecoms Support Team Leader should be educated to degree level in a technical subject or have significant demonstrable expert level of experience working in a similar environment. Expert knowledge of IT and electrical engineering.

The Telecom Support Team Leader must have significant telecoms infrastructure knowledge.

An expert knowledge of a Telecoms environment and systems is essential for this role.

- Significant demonstrable experience in a Telecoms Support role with exposure to large-scale infrastructure and organisation environments
- Good communication, interpersonal, communication (verbal and written) and presentation skills and the ability to diplomatically deal with customers at all levels within the Division

Preferable:

The Telecoms Support Team Leader will have excellent communication and interpersonal skills and will have the ability to effectively supervise and motivate staff. The ability to liaise effectively with senior internal NHS managers, senior external managers and stakeholders is essential. Proven customer facing skills and the ability to work well under pressure are also essential qualities for the post

- Exposure to the Health Service
- Trained in “Asbestos Awareness”
- Initiative, independence of action and maturity of judgement

**\_Telecoms Support Team Leader**

**PERSON SPECIFICATION FORM**

**Job Title:-**

**Department:- E-Health Operations**

<b>Qualifications</b>	<b>Essential (√)</b>	<b>Desirable (√)</b>
Educated to HNC level or equivalent or have previous Telecoms experience within the specialist area	x	
Avaya Aura Communication Manager Administration	x	
Avaya Aura Contact Centre Administration		x

Nice Inform Call Recording		x
Previous experience in leading a team		x

<b>Experience</b>	<b>Essential (√)</b>	<b>Desirable (√)</b>
Demonstrable experience in a telecoms support role	x	
Administration of Telecoms technology e.g. Avaya AACC, Avaya CM, SIP/IP Telephony	x	
Ability to prioritise workload to meet workload demands	x	

<b>Behavioural Competencies</b>	<b>Essential (√)</b>	<b>Desirable (√)</b>
Excellent communication skills both written and verbal	x	
Ability to work on one's own initiative		x
Good team player	x	
Ability to keep one's own emotions under control when dealing with conflicting situations in a pressurised environment	x	

<b>Other</b>	<b>Essential (√)</b>	<b>Desirable (√)</b>
Good overall knowledge of telecoms infrastructure, frames patch panels and internal distribution points	x	