**eHealth Job Pack 2023**

**NHS GREATER GLASGOW AND CLYDE**

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**Post: Laboratory Medicine Support Analyst – 3 posts**

**Tenure: Permanent**

**Directorate: Diagnostics/eHealth**

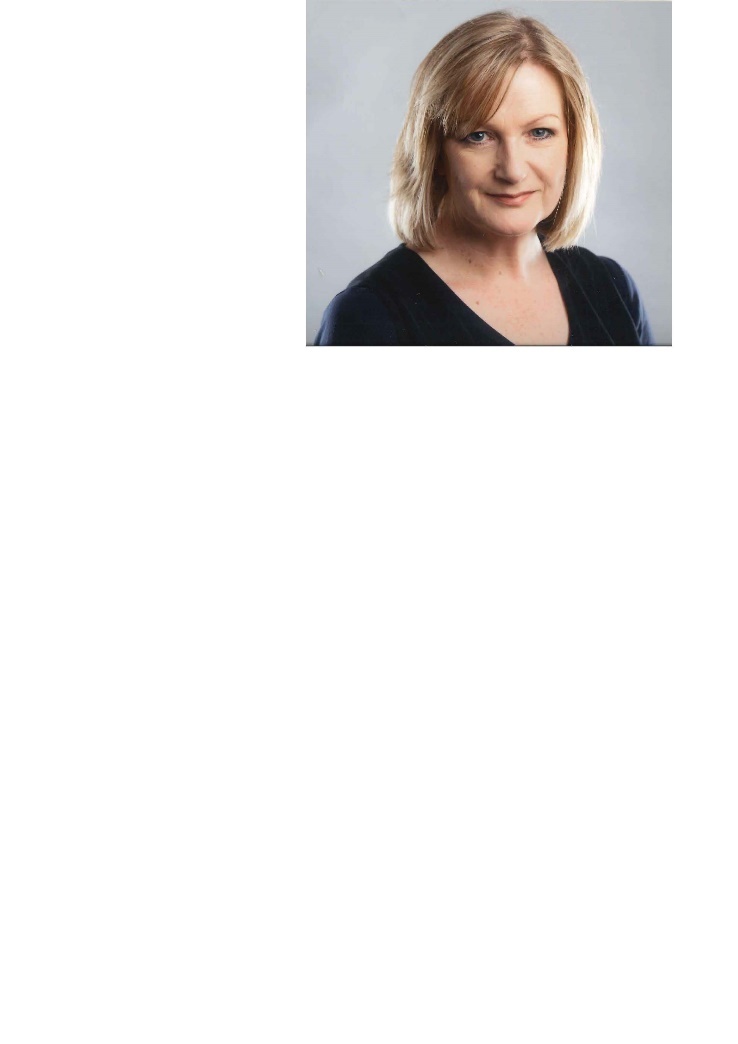
**Grade: Agenda for Change Band 5**

**Salary: £30,229 - £37,664**

**Hours: Full time 37.5 hours per week**

**Location: Laboratories QEUH / GRI / RAH**

**Closing Date: 3.7.2023**

**Welcome from Denise Brown, Director of Digital Services**

Thank you for expressing an interest in the role of Laboratory Medicine Support Analyst. NHS Greater Glasgow and Clyde (NHSGGC) has the largest eHealth department in NHS Scotland and is at the forefront of digital transformation across the Health Service in Scotland. This role is an exceptional development opportunity for an experienced and dynamic person to join a highly motivated team whose role it is to support clinical and other staff to deliver the best possible care. NHSGGC is a Board which values and develops its people and joining the team provides many potential opportunities to grow and develop your career over time.

**About NHS Greater Glasgow and Clyde Health Board**

NHSGGC is the largest healthcare provider in Scotland, serving a population of approximately 1.3m, through the provision of a comprehensive range of Acute, Mental Health and Community Care services. The Board also provides cross-border and Regional services.

**About the Directorate**

The eHealth Directorate has 1,640 staff. The Directorate has a revenue budget of approximately £70m (including annual Scottish Government funding), an annual capital budget of circa £7m and other non-recurring budget of approximately £13m.

The Laboratory IT Team supports a wide range of deliverables across all of the departments detailed below

The eHealth Directorate comprises of 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.
* **Innovations** – 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.

**The Laboratory Medicine IT Team organogram is available in Appendix 1 below.**

The Directorate is fortunate to have in place strong governance structures to enable us to manage and effect change at pace and scale. The success of the Directorate is down to the way that teams work flexibly to deliver the support that’s required. A key element of the progress that we’ve been able to also down to the strong clinical leadership roles which are now embedded within the Directorate structure. Our clinical colleagues are aligned to key programmes and operate as a clinical reference group too.

Additionally, we place a big emphasis on staff development, retention and attracting new talent and we do this through a mature performance development framework, robust workforce and succession planning and role-based training which is pivotal overall.

**About the Role**:

The Laboratory Medicine Support Analyst is responsible for working with other team members to ensure the smooth running of all aspects of digital services within laboratories.

Key aspects of the role include:

* Scheduled Data extraction from the Laboratory Information Management System (LIMS), both routine and ad hoc from various disciplines, involving complex data manipulation and requiring good Business analysis skills, especially utilising Microsoft Office.
* Set up & maintenance of laboratory based IT solutions (Analysers, Lantronix boxes, middleware, NHS & 3rd party PCs, in respect to interfacing & network requirements.)
* 1st line support to laboratories for all PC, hardware, peripherals & clinical application related issues. (including standalone printing solutions)
* Provides reliable and effective first line application support where required, as well as 2nd and 3rd line support to end users and other eHealth teams.
* Work with a Service Desk driven environment, with the ability to triage & prioritise work dependent on Operational & Service Level agreements.
* Technical troubleshooting and problem solving.
* Offering IT support for Clinical and Diagnostic applications to all grades of staff across the Laboratory Disciplines.
* Working closely within the Diagnostics eHealth Support Team, with 3rd Parties and other GGC Teams.
* Assist senior staff & managers within NHSGGC to implement change in culture through awareness sessions with staff at all levels.
* Working within the Diagnostics eHealth Team to help support the delivery of new LIMS and any new equipment during new Managed Service Contract deployment.
* Requires strong communications skills and an ability to communicate well at all levels of the organisation.

The job description is enclosed as appendix 1 and the person specification is enclosed as appendix 2.

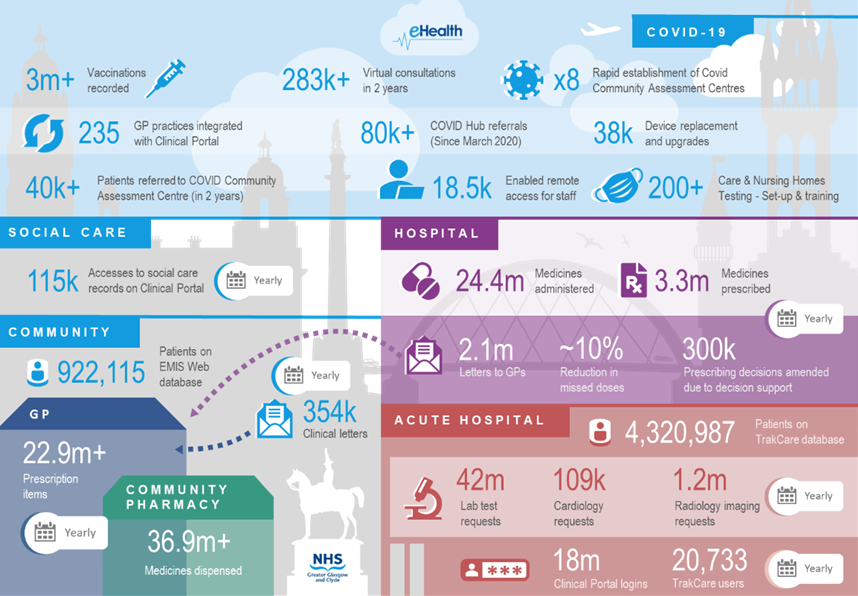
**Digital Strategy and other Transformation Programmes**

NHSGGC has an ambitious 2023-2028 Digital Strategy ([LINK](#)) which sets out all of the strategic themes and programmes. The Laboratory IT Department is pivotal to supporting the delivery of transformational change, with some examples of the key programmes of work the department is involved in, set out below.

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| **Programme** | **Description** |
| Digital Pathology | Support, maintenance & future development of Image Management System (IMS) with the Pathology Department |
| National LIMS Implementation | This is an opportunity for NHSGGC laboratories to move to a new national LIMS platform, allowing standardisation across all Health Boards in Scotland. This programme will modernise the laboratories digital platform and bring enhanced functionality |
| Managed Service Contract | NHSGGC implementation of new analytical platforms across all laboratory disciplines as part of the ongoing Managed Service procurement. |

**Moving Forward Together (MFT)**

Launched in 2018, the NHSGGC Moving Forward Together programme is a whole-system approach to planning services covering acute hospital care, community services and primary care in order to improve care and outcomes. The MFT Portfolio of Projects comprises a range of short-, medium- and longer-term initiatives including development of new ways of working which provide safe, effective, and patient-centred care. The Digital Strategy aligns with MFT over the coming five years, making best use of available resources and the opportunities created by innovation and technology. More information on the Moving Forward Together Programme can be found via the [LINK](#).

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**Useful Links and Information**

* NHSGGC Digital on Demand Strategy 2023 – 2028 ~~-~~ [LINK](#) & Video
* NHSGGC Twitter - [LINK](#)

**Key Strategic Drivers**

* [National Digital Health & Care Strategy](#)
* [National Workforce Strategy for Health and Social Care in Scotland](#)
* [Fairer Scotland Duty](#)
* [Meeting the Requirements of Equality Legislation (2020-24)](#)
* [NHSGGC Stakeholder Communications and Engagement Strategy (2020-23)](#)
* [NHSGGC Healthcare Quality Strategy 2019/2023](#)
* [NHSGGC Moving Forward Together (MTF) programme](#)
* [NHSGGC “Growing Our Great Community” Workforce Plan 2022-25](#)

**Other Useful Links**

* West of Scotland Innovation Hub (hosted by NHSGGC) - [LINK](#) & [Twitter](#)
* Meet the NHSGGC Board Members – [LINK](#)
* Laboratory Medicine Homepage - [Laboratory Medicine - NHSGGC](#)
* Laboratory Handbooks - [User Manuals - NHSGGC](#)

**Appendix 1 – Job Description**

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| **1. JOB IDENTIFICATION**  **Job Title:** Support Analyst  **Responsible to:** Laboratory Medicine IT Manager  **Department:** Laboratory Medicine  **Directorate:** Diagnostics/eHealth |
| **2. JOB PURPOSE** |
| To ensure delivery of IT support for clinical and diagnostic systems within the Board; to deliver end user support for these applications; to support plans where applicable for moving to single system / single platform where possible. To liaise closely with other eHealth colleagues to agree and commit to common purposes and goals; to support Team Lead(s) in overall development of IT support services.  Provides an administration function (system) for the creation and set up of new users following appropriate role based access, this requires expert knowledge of particular systems.  To assist in the development of training materials for use during the introduction of new applications or develop re-drafted training materials for use when application enhancements are implemented.  Provide training and facilitation on supported systems where required. To support the implementation of new IT systems, new functionality and system changes / upgrades within the service areas covered, ensuring the implementation is successful and delivered on time.  To provide system administration functions and on-going system support for systems in operation. |
| **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 1,480 staff, a revenue budget of approximately £57m (incl annual Scottish Government ring fenced funding), annual capital budget ranging between £3-5m and non-recurring eHealth budget of approximately £15.8m.  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. * **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. * **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services (Libraries), Information Governance and Business Intelligence. * **Health Records** – delivery of Health Records services across NHSGGC, including provision of outpatient clinics. * **Business and Resource Management** – responsible for financial management, procurement & contract management, audit & FOI responses and overarching aspects of Human Resource and Organisational Development, Health & Safety, general Directorate wide governance and facilities management activities. |
| **4. ORGANISATIONAL POSITION** |
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| **5. SCOPE AND RANGE** |
| * To provide on a day-to-day basis all aspects of IT support for clinical and diagnostic applications. * To establish and develop a distinct customer service focus with principal users; to support the Team Leads/Manager and Direct User Support Manager for Board related applications / systems. * To deliver high availability of clinical and diagnostic applications many of which are available 24x7, working where necessary with colleagues in the Technical Service teams. * To provide a system administration function for the creation, configuration and set up of new users and maintenance of system configurations, workflows and code tables. This requires expert knowledge of particular systems, and demands understanding of complex workflow and access of appropriate data required to user functions. * Technical administration & support of organisational wide 24x7 clinical systems with an organisational wide user base with millions of data items, processes and records. Such systems include but are not exclusively the Patient Management Systems, Diagnostic Systems, Pharmacy Systems, Clinical Portal. * Responsible for the configuration, support, of a variety of Board, Regional and National applications / systems. * To work with other Directorates and Scottish Health Board colleagues to develop and implement plans for the implementation of Regional systems as require. * New service developments require the job holder to be aware of complex working practices across a wide range of medical / clinical professions, therefore enabling the appropriate support to be delivered. * To maintain and develop specialist skills and expertise in the area of responsibility and develop proactively key contacts (internally and external) for the benefit of the organisation. * To comply with requirements of Freedom of Information, Data Protection and Access to Health Records legislation, of NHS Scotland IT Security Manual and of relevant Codes of Practice or best practice within the NHS both in terms of access to information and in terms of sharing of information with third parties. * To comply with national legislation and Board policies in terms of Information Governance, IT Security, Information Handling, Records Management and Health and Safety for themselves and others. * To assist Training Teams in the development of training materials for use during the introduction of new or to develop re-drafted training materials for use when application enhancements are implemented. To occasionally assist in training in one to one situations on various new applications as required. |

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| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| The post-holder is responsible for IT Systems / Applications support and administration. The post-holder also is required to understand complex working practices across a wide range of medical/clinical/business professions, translate them into technical solutions to facilitate the flow of information to support the healthcare practitioner and the patient. These systems and services directly impact the care provided to patients or core technologies supporting the organisation business requirements. This often requires complex work flows to be analysed. The exact mix of systems, technologies and focus will vary across the teams, and will change over time in line with NHSGGC strategic objectives, local business requirements and technology developments.  **System Administration, Analysis and Support**  Provides reliable and effective second and third line application support for the Laboratory Medicine department and directly to end users. In doing so they ensure a range of facts or situations are analysed, interpreted and compared to a range of options, and the most suitable solution delivered.   * Second-line support is focused on application functionality and immediate technologies. * Third-line support is focused on underlying application / database technologies, integrations & interfaces.   The Activities in providing second and third line support include, but are not limited to:-   * Identify, diagnose and resolve and / or escalate support calls / incidents logged via the Service Desk as appropriate in keeping with Service Level Agreements. * Respond to the standard requests for change logged via the Service Desk ensuring that they are assigned appropriately, managed within agreed change management protocols and are progressed within the Key Performance Indicators. * Provide a system administration function for the maintenance of system configurations, workflows and look up / support / code tables. * Provide advice and guidance to all level of users (Clerical, Clinical / Medical) for applications supported. * Proactively monitor and manage the applications and associated technologies to ensure maximum availability. Work with other Laboratory Medicine/eHealth (local or regional) or Board colleagues to ensure that technical support issues are efficiently progressed and resolved to ensure application availability. * Participate in system implementations and upgrades, including system testing to agreed plans. * Undertake system testing in relation to major implementation phases and software releases. * Develop and maintain system documentation and operational support processes. * Verify that interfaces between applications and other clinical systems are fully operational and data is being transferred effectively. * Creation of new user accounts and modification / maintain current users accounts as required, including verification and reset of user accounts. * Work in conjunction with Incident, Change and Service Level Management to ensure that the team are adhering to ITIL best practice to aid swift resolution of issues, identify route causes, implement preventative measures and work towards continuous service improvement. * Facilitate the query of applications / systems to deliver key reports on usage and data.   **Training and Facilitation**   * Develop training materials in conjunction with the eHealth Proactive Support Team or Project Teams part of Strategy and Programmes, and ensure they are available to end users. This includes developing “how to guides” and training videos to support system users. * When required, deliver training and facilitation through classroom, one-to-one and drop-in sessions. * Champion changing culture within NHSGGC, participating when required in awareness sessions with staff at all levels. * To ensure through communication with senior managers, clinical staff and project managers that the introduction of new technologies and applications is fully supported. Ensures that training is delivered to the right people in the right place at the right time.   This position requires very strong communications skills and an ability to communicate well at all levels of the organisation involved in a development. |
| **7a. EQUIPMENT AND MACHINERY** |
| The post-holder will administer and support within wide range of technical environments; whilst also making make use of the current and new technologies including – Desktop PC’s, Laptop / Tablet PCs, Web Servers, Hand Held Devices. They also may from time to time be required to access Servers.  As standard they use all common office equipment such as, but not limited to, Multi-Function Print / Copy / Scan Devices, analogue, or digital phones, conference call technology, video conferencing technology. |
| **7b. SYSTEMS** |
| The post-holder will have expert knowledge of the following types of systems / applications;  Laboratory Information Management  Patient Administration and Management  Business Support  The post-holder will make in-depth use of the many Board used applications within their support area, Microsoft Office Suite, Service Desk applications and system monitoring applications. Also when participating in third-line support roles will make in-depth use of Microsoft SQL Server, Microsoft IIS, and System / application specific underpinning technologies, such as, but not limited to Cache, Ensemble, Rhapsody and other database and integration technologies. |
| **8. DECISIONS AND JUDGEMENTS** |
| The post-holder will work under the guidance of their Manager and to pre-determined standard operating procedures, policy and protocols but have the authority to manage the delivery of the support provided as required.  The post-holder is expected to anticipate system related issues or problems and to resolve them.  The post-holder requires skills in developing relationships and it is particularly important to work closely with other support & training staff, other eHealth staff, Clinicians and colleagues.  The post-holder will decide during the delivery of support the level at which each end user is comfortable and change approach to accommodate a successful outcome.  The post-holder’s activity will be self-initiated and proactive in response to meeting objectives of the job with freedom to act / autonomy in the following key areas:-   * Response to support calls, requests and resolution of issues and problem management. * Prioritisation of daily workload (to agreed objectives). * Communication with users. * Communication with business project teams and managers (Directorate, Board, Regional, National). * Directions and communication to external suppliers and 3rd party technical staff. * Communication to the rest of the Diagnostics/eHealth Directorate. * Development of documentation / procedures / training documentation in support of application implementation and upgrade related work. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| The post-holder is required to communicate with:   * All end users of the systems and applications supported. * Diagnostics/eHealth Directorate colleagues ensuring delivery of support service is achieved. * The Laboratory Medicine IT Manager, IT Managers, Senior Support Analysts and Project Leads / Managers, advising on both success of training delivered and changes as and when required. * NHSGGC clinical and administrative staff in the scheduling and delivery of support or training sessions. * NHSGGC project managers with respect to application testing. * Application system users across NHSGGC and sometimes Regional or national. * Other eHealth or IT colleagues across NHS Scotland. |

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| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| The post-holder is expected to deliver in line with some projected work plans, unforeseen events can have an adverse effect on how time / resource is managed. As with any non-scheduled support environment, user expectation is of quick fix, which means post-holder will react to situation. The job requires the juggling of large numbers of complex requests and incidents large and small to ensure that priorities are met for the clinical and business services in NHSGGC, which requires the ability to reprioritise in a constantly changing environment.  Frequent, intensive concentration when working on highly complex service calls and data issues.  The post-holder will have above average keyboard skills. During the delivery of training the post-holder may frequently be away from base. |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Ensuring that the most appropriate solution to any given issue or problem is offered. This is achieved through not only an understanding of the business need but also an understanding of the people who carry out the business, be they Clinicians, Senior Managers or administration staff. The challenge is heightened by the introduction of new technologies.  Being aware of National eHealth developments within the NHS in Scotland.  Maintaining a suitable working knowledge of a vast number of clinical and business applications. |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  **Essential:**  **Qualifications and Skills**  Both theoretical and practical experience of application or database structure gained through achieving a relevant diploma or degree and / or practical workplace experience.  **Experience**  The post-holder will have gained significant practical experience in the administration and support of applications within a complex environment.  Proficient in the role of IT support, and service delivery management with exceptional problem solving abilities and firm logical grounding. Familiar with the concepts, standards, technologies, tools, procedures, hardware and software in use for delivering IT services.  An ability to work as part of a multi-disciplinary team, utilising good levels of communication, interpersonal and negotiating skills and the ability to diplomatically deal with all levels of users, senior management and clinical staff.  Ability to prioritise and meet deadlines in a time constrained environment and exercise initiative and work independently. |

**Appendix 2 – Person Specification**

**Job Title:- Labs Support Analyst (AFC 5)**

**Department:- eHealth/Diagnostics Support Team**

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| **Qualifications and Skills** | **Essential** | **Desirable** |
| Both theoretical and practical experience of database structures gained through achieving a relevant diploma or degree and/or previous practical workplace experience. | **✓** |  |
| Preferably qualified in Qualified in, ITIL IT Service Management (International standard for Best Practice in IT Service Management)  to ensure ITIL service transition techniques are used to deliver successful implementation of all aspects of the service |  | **✓** |
| Experience in project management and knowledge of methodology such as ELMP, Six Sigma or Prince advantageous |  | **✓** |
| **Experience** | **Essential** | **Desirable** |
| The post holder will have gained a minimum of 2 years practical experience in the analysis, specification, development and implementation of information systems within a complex environment |  | **✓** |
| Experience of working in an application support function preferably for at least 2 years, with proven ability of leading or managing staff who have diverse skills and abilities. |  | **✓** |
| Specialist knowledge of technical aspects of systems; hardware, database, software and hardware integration environments and associated knowledge of legislation, best practices and procedures surrounding IT | **✓** |  |
| Proficient in the role of IT support, and service delivery management with exceptional problem solving abilities and firm logical grounding. Familiar with the concepts, standards, technologies, tools, procedures, hardware and software in use for delivering IT services. |  | **✓** |
| For support focused roles experience of providing end-user focused support and providing in-depth technical support for applications and databases. |  | **✓** |
| **Behavioural Competencies** | **Essential** | **Desirable** |
| An ability to work as part of a multi-disciplinary team | **✓** |  |
| High level of communication and negotiating skills and the ability to diplomatically deal with all levels of users, senior management and clinical staff, allowing post holder to influence decision making with relevant presentation skills | **✓** |  |
| Ability to present to and engage a high level managerial or clinical audience | **✓** |  |
| Ability to prioritise and meet deadlines in a time constrained environment | **✓** |  |
| Organised approach to administration, workloads and prioritisation. Ability to exercise initiative and work independently. | **✓** |  |
| Good interpersonal and negotiating skills allowing post holder to influence decision making | **✓** |  |
| Ability to understand the business aspects of information systems and supported applications. | **✓** |  |
| Intuitive and proven team player | **✓** |  |
| Proactive self-starter, ability to exercise initiative and work independently | **✓** |  |
| Understanding of the business aspects of IT systems and applications | **✓** |  |
| Ensures that technical and complex tasks are completed to a high standard | **✓** |  |
| **Other** | **Essential** | **Desirable** |
| Ability to travel around NHSGG&C and partners sites | **✓** |  |