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| 1. **JOB IDENTIFICATION**

**Job Title: Support Team Manager/Regional Administrator****Responsible to: Service Delivery Manager, Specialist Applications****Department: Operations****Directorate: eHealth** |
| **2. JOB PURPOSE** |
| Manage and develop the relevant eHealth Support Team ensuring that quality services are provided and workload is prioritised and delivered to agreed plans.Ensure efficient 24x7 running of the application services, clinical applications, key databases and integration technologies; and provide end user support services.To provide effective management of defined area wide clinical systems through supervising and co-ordinating the efforts of a team of systems support and system administrators whose main responsibilities will focus on the continuous development, support and maintenance of these systems.Manage new technology, service delivery or upgrade projects; and act as Technical Team Lead in clinical and service projects that have a significant IT element.Communicate and direct 3rd party suppliers as required for systems / applications under responsibility. |
| **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.
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| **4. ORGANISATIONAL POSITION** |
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| **5. SCOPE AND RANGE** |
| The post holder will have direct managerial responsibility which may include personal development, performance management and evaluation for members of their team. With changing service and technology models this is particularly challenging.As part of operational support the job holder will be responsible for identifying service issues and develop improvement plans that can involve both processes and technologies.  Manages and resolves application support issues solutions and provides support development and implementation of applications which underpins the delivery of the Board’s business services and clinical services which form a key part of the Board’s Digital Strategy.Provides advice on integrating local and national applications.Manages support team priorities and key project deliverables to support strategic and business objectives.Provides strategic applications advice in relation to the implementation and support of applications.Lead in providing technical knowledge and as well as providing support and input on behalf of or in the absence of the Applications Technical Support Manager where appropriate.  |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| The Support Team Lead will have both a managerial and hands-on role.Systems Administration Management1. Advise on the effects of organisational plans and policies on future needs for systems.
2. Administer operating systems, database applications and application software by monitoring and fine-tuning configuration parameters to optimise functionality, capacity and performance.
3. Plan, manage, test and implement installations and upgrades on operating systems, database applications and application software.
4. Manage and co-ordinate User Acceptance Testing of any developments/new releases of software and prepare specifications for developments and or bespoke software/interfaces.
5. Ensure backup routines are regular, documented, and secure and they provide data & system resilience in the event of routine or disaster data recovery.
6. Provide technical advice and guidance to technical support and administrators across the team.

 Systems Support 1. Identify, diagnose, resolve, escalate and manage system faults with a wide range of causes and priorities in response to Service Desk calls, as a result of monitoring or proactive diagnostics.
2. Manage 3rd party supplier provision of services & fault resolution ensuring that minimal disruption to application availability, efficient application working, ensuring customer needs are met.
3. Provide technical advice and guidance to technical support and administrators in the team in all areas of system support including:
	* Handling of incidents and standard requests
	* Fault diagnosis and resolution
	* Third Party Supplier management of all application incidents (triaging locally before referral)
4. Provide technical advice and guidance to IT staff in other teams within eHealth
5. Participate in the development of procedures related to the clinical computer systems within the team and customer / client environment.
6. Attend/chair local and national users groups to take a lead role in the development of the corporate clinical systems and ensure that these systems align with local and national strategies.

Systems Data Management1. Develop data extract software (using standard tools and adhoc programming) and develop data models to
* Provide data files for conversion into new systems
* Provide real-time and batch updates to other systems. This improves the quality of the data and increases the availability of the CHI number for accurate matching of patients’ records.
1. Develop, test and implement data extract software and data models (using standard tools and adhoc programming) to provide statistical information for business analysis to be used by IT, administration or clinical staff.

Project Management/Technical Team Lead1. Support the delivery of individual Application and NHSGGC eHealth strategic projects through acting as the Technical Team Lead or by the provision of technical services.
2. Work collaboratively with staff from other teams, projects, departments or Health Boards to achieve a common goal.

Management of Staff1. Schedule and direct the activities of the designated IT Applications Teams, taking account of individual’s abilities and the requirements of the organisation.
2. Ensure all work is carried out and documented in accordance with required and agreed standards, methods and procedures (leading in specific areas of standard or processes as directed by Direct User Support Manager or the Service Delivery Manager).
3. Motivate staff through the provision of appropriate development opportunities, training and objective setting and maintain a Personal Development Plan for each team member.
4. Maintain records of attendance, sickness or other absence and leave for team members.
5. Communicate with HR and Occupational Health advisors to notify them of any staffing issues or to work with Recruitment on any vacancies
6. Responsible for the recruitment and selection of potential new staff within Teams
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| **7a&b. EQUIPMENT , MACHINERY & SYSTEMS** |
| The post holder will use a range of standard IT and office machinery & equipment, including: * PCs (desktop / laptops)
* Other mobile / hand-held devices
* Scanners / photocopiers / faxes / MFDs
* Printers
* Telephony

The post holder will use a range of systems and in doing so require advanced keyboard skills, including: * Microsoft applications – Word, Excel, PowerPoint etc
* Adobe and similar applications
* eMail systems, internet and intranet
* Incident and risk management systems
* Various departmental databases
* Patient administration and management systems
* Financial reporting applications
* SSTS and workforce systems

The post holder will use a range of manual recording and reporting systems, including: * Files (contracts, personnel, technical & supplier literature, legislative)
* All other associated systems, equipment and interfaces across NHSGGC
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| **8. DECISIONS AND JUDGEMENTS** |
| * Key areas of responsibility will be allocated by the Applications Technical Services Manager, following direction provided by NHSGGC eHealth Strategy.
* The post holder agrees personal objectives and responsibilities, which are reviewed by Applications Technical Services Manager and operates autonomously at senior level, managing service resource to meet the department’s objectives.
* The majority of the post holder’s activity will be self-initiated and proactive in response to meeting objectives of the job with freedom to act with autonomy in the following key areas:-
	+ Management and direction of staff
	+ Response to user requests including anticipation and resolution of issues
	+ Development of policy and procedures (in line with any Directorate wide policies)
	+ Communication to the rest of the ehealth Directorate
	+ Communication to General Management and Service Managers
	+ Communication to Key Clinical Users and User Groups
* Deputisation for Applications Technical Services Manager and other Support Team Managers as required.
* Priorities will be established in collaboration with theTechnical Services Manager.
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| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| Communication is a key element to this role. An absolute requirement is the ability to communicate effectively at all levels. Other than obvious inter-departmental communication, all users of IT equipment or services are able to converse with the post holder at any time, whether junior or senior, clinical or clerical. The nature of communication is wide ranging from technical to supportive, informative to emotive. Depending on the recipient of the communication this can be positive news regarding improvements of service, informative news regarding changes in service, negative news regarding unavoidable service outage or personnel related news such as awards of employment, disciplinary matters or even discontinuation of employment and or contracts.Internal, via direct personal contact, e-mail, letter, telephone or presentation: -* Close collaboration with peer IT managers, IT Service Desk, and other eHealth Directorate team members.
* Senior clinical staff, General Managers, Service Managers, key clinical users, departmental managers, heads of departments and a wide range of users of IT systems and services.
* Occasional contact with payroll officers on appropriate processing of duty sheets
* HR representatives and management on personnel related issues and policies

External, via in person communication, e-mail, letter, telephone or presentation: -* External suppliers, Service Desks and support staff, including 3rd party software supplier account managers, negotiating changes to software and highlighting discrepancies within the product.
* Other IT professionals across NHS Scotland. This is expanding rapidly as eHealth projects are taken forward on a national and regional basis, particularly for NHSGGC provision of services to West of Scotland Health Boards.
* Auditors in regards to process, output, security, risks surrounding IT provision.
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| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| Ability to analyse and determine a course of action at times of high demand or pressure, such as major system outage, or dealing with staff on emotional or personal issues. This can involve working additional hours out with normal working hours at short notice as there are limited numbers of staff with this skill set.Knowledge that system outages will have a major impact on clinical and medical services can create high levels of stress.Maintaining and increasing productivity within EU Working Directives and Contracted Hours.Maintaining knowledge in area of expertise including managerial, technical or legislative advancements and own keyboard / PC skills, whilst continuing to carry out day to day activities.Physical demands on time management and ability to diversify due to team of staff, with varying responsibilities, skill levels and knowledge of IT.Inter-site and intra-site mobility, including travelling anywhere as required.Occasionally required to move or lift items of IT equipment; work in clinical / patient areas where IT services are deployed, potentially with exposure to varying levels of distress; and regular exposure to confidential/sensitive data.

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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Providing service improvements necessary to meet the aspirations of users that have an ever-increasing dependence on continually evolving eHealth services, whilst managing limited available resources. Ensuring maximum system uptime and scheduling downtime for the lowest impact for clinical staff and patients. This often involves working out with normal working hours at short notice.Prioritisation of the IT Applications Team workload to balance effectively the resources required to support strategic projects against those for ongoing support requirement, whilst preserving team dynamics and motivation.Continual development of advanced technical skills (self and team) in new areas whilst maintaining skills level in existing, old technologies and a working knowledge of the vast number of clinical IT applications.Ensuring that the most appropriate solution to any given 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, Managers or administration staff. The challenge is heightened by the introduction of new technologies.Being aware of National eHealth developments within the NHS.Influencing & directing users to ensure well informed decisions are made in support of the service. |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
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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 significant demonstrable practical experience in the analysis, specification, development and implementation of information systems within a complex environment | **✓** |  |
| Previous experience of working in an application support function 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. | **✓** |  |
| **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 NHSGGC and partners sites | **✓** |  |

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**History:**

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| **Version** | **Date** | **Comment** |
| V1.00 | May 2016 | Caje# ASDEC07029 |
| V1.1 | 19 Oct 2021 | Transferred to new JD template. |