#### JOB DESCRIPTION http://intranet.faht.fife/Resources/Identification/Resources/Logos/col3333.bmp

|  |
| --- |
| JOB IDENTIFICATION |
|  Job Title: Application Support AssistantResponsible to: Application Support ManagerDepartment(s): Digital and Information, IT OperationsDirectorate: CorporateJob Reference:Last Update: Feb 2021 |

|  |
| --- |
| 2. JOB PURPOSE |
| The Application Support Assistant helps with the practical management, implementation, development, building, maintenance and support of applications and/or systems infrastructure within NHS Fife under supervision and instruction of the Team Manager and/or Analyst, but having knowledge of the applications or systems infrastructure supported and related interfacing systems, although can refer to the Analyst or the Team Manager when higher levels of specialisation or deeper knowledge are required. |

|  |
| --- |
| **3. DIMENSIONS** |
| Support of clinical and non-clinical systems or systems infrastructure for all 9000+ NHS Fife staff to support the delivery of healthcare and services to 350,000+ patients. Infrastructure or Applications failure can have direct impact on patient care. As IT becomes more and more critical to the provision of healthcare services, consideration must be given to the responsibility carried by IT professionals in ensuring reliable, readily available access to patient information and clinical systems across all aspects of the service.Supported sites include all NHS Fife sites, including all NHS and contractor staff within the Health & Social Care partnership. Users include all staff levels - Consultants, Doctors, GPs, All Nursing staff, Directors, all Clerical Staff and all staff groupings i.e. Medical, Clinical, Technical, Clerical etc**Technical dimensions:** The systems supported stand in aWAN/LANs environment across Fife, with various types and models of computer hardware and associated peripherals with over 500 servers (also a VM environment), 7000 Personal computers and 1000 printers within a typical Microsoft based environment.**Service dimensions:** Over 3000 service requests are received trhough the ServiceHelpdesk each month.  |

|  |
| --- |
| 4. ORGANISATIONAL POSITION |
|  |

|  |
| --- |
| 5. ROLE OF DEPARTMENT |
| The aim of Digital and Information is to deliver and maintain a comprehensive integrated digital information technology and health information 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 Executive Health & Social Care Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populationsThe Digital and Information Department has approximately 240 WTE, a revenue budget of approximately £11m, annual capital budget of approximately £1m. eHealth comprises the following departments:* **Operations** – responsible for the overall IT service delivery to NHS Fife, H&SCP, Contractor Services and partner organisations including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHS Fife and partner organisations to agreed KPI’s and SLA’s.
* **Strategy and Programmes** - responsible for the development of the medium to long term eHealth/IM&T 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, Information Governance and Business Intelligence Acute, Partnerships and Public Health.
* **Health Records** - delivery of Health Records services across NHS Fife.
* **Business and Resource Management** – responsible for financial management, procurement & contract management, audit & FOI co-ordination and aspects of HR, health & safety, General Governance and facilities management activities.
 |

|  |
| --- |
| 6. KEY RESULT AREAS |
| 1. The post holder assists the Application Support Team with the operational management of NHS Fife systems. Typically involves system management, security and performance, assisting on system updates/upgrades and user support to ensure optimum system availability.
2. The post holder assists Application Support Team with the installation and configuration of new applications.
3. The post holder will provide specialist support to a variety of users across the NHS Fife, clinical and non-clinical by promoting positive working relationships. Manage and log unresolved issues with the external suppliers for resolution within the contract, documenting and communicating progress of each issue through to resolution.
4. Participates in the development and maintainance of policies and procedures supporting this role.
5. Develops, plan and manage testing and quality verification of systems and interfaces to agreed acceptance criteria and existing system standards within the project timescales. Responsibility for documentation of process, formal testing, analysis and evaluation of system releases, logging of issues and “bugs” with the system provider and assisting with the successful implementation of changes.
6. The post holder provides assistance with all Change Management to the system designated ensuring minimal service disruption by negotiating with users, upgrade-planning with external suppliers and other IT support staff, upgrade-testing and communication. Changes are performed in line with NHS Fife policy.
7. The post holder will provide advice, liaison and support to other Digital and Information Teams/Projects as designated by the Application Support Manager.
8. To communicate effectively with the Project Managers, other Digital and Information Support staff, D&I Specialists, suppliers and stakeholder groups to ensure awareness of progress, issues and risks. To develop and maintain a project communication plan for all stakeholders.
9. The post holder must ensure the Team takes cognisance of National and NHS Fife eHealth Strategies, policies and legislation including for example Data Protection Act, NHS Fife Clinical Governance Strategy and other professional organisations, reporting any non-conformity to the appropriate manager(s).
10. Continue to develop, improve and broaden knowledge and skills necessary for the execution of professional and technical duties. Attend relevant meetings, seminars and demonstrations as directed by the Team Manager.
11. In the event of I.T. failure, there is a requirement to remain behind after hours to ensure recovery of critical operational systems and or related applications.
12. Other relevant duties as directed by the Section Manager.
 |

|  |
| --- |
| 7a. EQUIPMENT AND MACHINERY |
|

|  |
| --- |
| * **Office equipment** like personal computer, desktop and/or laptop, printers, scanner, PDA, projector, photocopier, phone.
* **Systems equipment:** Servers, server racks, diagnostic equipment and wide variety of software utilities and diagnostic programs.
* **Car/Van** for off site meetings & tasks
 |

 |
| **7b. SYSTEMS** |
| * **Business (Clinical/non-clinical) systems and applications:**
	+ Direct use of applications for IT service management and office tasks
	+ Specific high use of clinical and non-clinical applications.
	+ Occasionally (e.g. during IT failure or IT Disaster Recovery actions if required) will use any of the Business Systems directly supported by the IT Department.
* **Operating Systems:** Windows, Linux, AIX and other server operating systems
* **Networks:** NHS Fife network, Internet.
* **Business Processes:** ITIL service management, CobIT, Prince-2 project management, Magerit / EAR for risk Management, IT security systems, service level management, office filing system, personal filing system.
 |

|  |
| --- |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| * The role has autonomy within organisational policies and procedures.
* Review of work is undertaken by the Team Manager on a weekly basis. Also reviews by ad hoc personal contact and more formal meetings as required.
* Formal Personal Development Plan undertaken on an annual basis by the Team Manager.

Workload is derived from the following areas:* Applications support autonomously managed by post holder (95%) and reported back to the source of the query. Regular reviews are held with the Team Manager and/or the IT Support Manager.
* Other administrative and office related tasks (5%) e.g. preparation of timesheets, PDP evidence, Corporate training (other than specifically related to applications support, e.g. health and safety related)

Role might be related to projects or embedded in normal operations. It is expected that at least a 20% of the workload might be associated to projects, having to provide advice, guidance and tasks to/from module/project team members and escalating issues and risks to Project Managers, Digital and Information change owners, the Team Manager and D&I managers. |

|  |
| --- |
| **9. DECISIONS AND JUDGEMENTS** |
| * The post holder is expected to identify system critical issues and escalate as required. The post holder will initiate any resolution taking cognisance of the need for user access to the system.
* The post holder will seek advice, guidance or authority from the Team Manager and senior team members for decisions relating to the general operation of the live system.
* The post holder prioritises their workload.
* The post holder decides the level of security access to the system of individuals and user groups liaising where necessary with Team Manager.
 |

|  |
| --- |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * The post holder must be capable of learning and adapting to any new software, often within limited timescales.
* Dealing with external software companies within the confines of a formal contract. For example, resolving issues of responsibility in the case of problems with the software.
* Dealing with users who are having difficulties with their use of the systems.
 |

|  |
| --- |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Internal* Daily contact with the Team Manager and team members.
* Regular contact with other members of the eHealth department to keep all parties updated and informed of system issues.
* The post holder will attend regular multi-disciplinary project and department meetings.
* When dealing with support calls from service users, to analyse problems using tact, reassurance and persuasion skills.
* The post holder will liaise with other eHealth personnel, internal to NHS Fife or external, to resolve complex technical issues.
* The postholder will escalate serious problems relating to system administration.

ExternalFrequent contact with the suppliers of the systems designated for support as required. This includes the necessary communication for fixing incidents, planning and implementing changes, testing, investigating unknown errors and/or major incidents, between other activities necessary to ensure the efficient application support service.Detailed software changes and support issues which may require a degree of persuasion and negotiation |

|  |
| --- |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| PHYSICAL – Frequent requirement to exert moderate physical effort for short or long periods during a shift. Sitting for long periods at a PC, carrying, lifting, moving objects in excess of 10 kilos for short distances.MENTAL – A requirement to undertake a varied and frequently demanding workload with a demand for concentration the varied technical configurations. A requirement to remain calm under the pressures brought on by day to day contact with technical and non technical NHS staff, and the events arising from IT breakdowns directly impacting patient care. Frequently switching between situations requiring concentration and instant decision making in the event of equipment/system interruption or breakdown. Requirement to understand a wide variety of information technologies to enable troubleshooting of sometimes complex problems.EMOTIONAL – Infrequent exposure to aggressive, challenging behaviour from staff. Very occasional exposure to ongoing clinical procedures (e.g. Theatre surgery, endoscopy, Resuscitation, etc) Extremely rare indirect exposure to challenging patient behaviour, distressed mental health patients, geriatric and very elderly patients, vulnerable and mental health child patients. Extremely rare exposure to challenging and disturbed/emotional behaviour from public.WORKING CONDITIONS – Exposed to electrical equipment and hazards. The ability to use required tools and diagnostic equipment in safe and appropriate manner. Required to work at VDU continuously. Occasional direct exposure to dirt, dust, smell, inclement weather. |

|  |
| --- |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Skills and competencies associated with relevant experience workingin an office administration environment.
* Competent in Microsoft software i.e. Excel, Word, Outlook and exposure to an IT environment.
* Excellent communication skills.
* Experience of working in a system administration environment would be desirable
* Specific training will be provided to perform administration/support of the systems assigned to the post holder.

“Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice." |

|  |
| --- |
| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies. Job Holder’s Signature:  Head of Department Signature:  | Date: Date:  |

**History:**

|  |  |  |
| --- | --- | --- |
| **Version** | **Date** | **Comment** |
| V1.00 | 2013 | Banded AFC4 Applications Support Assistant. |
| V1.1 | 01/05/2018 | Update department details renamed title to cover both Applications and system infrastructure. Removal of list of applications in 7b. |
| V1.2 | Feb 2021 | Removal of System Infrastructure from the port title. Change of Department name. |