

Delivering care through collaboration

NHS Golden Jubilee

Beardmore Street, Clydebank G81 4HX

Telephone: 0141 951 5000

www.nhsgoldenjubilee.co.uk



Chair: Susan Douglas-Scott CBE

Chief Executive: Gordon James

Recruitment line: 0800 0283 666

Dear Candidate,

POST: Senior Infrastructure Support Analyst

HOURS: 37.5 hours per week

BAND: 6

SALARY: £37,831 to £46,100

CLOSING DATE: 7th September 2023

NHS Golden Jubilee welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **two years** of previous employment/training history. If there is insufficient space on the application form to list all of your referees, please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call.

In the meantime, I wish you success with your application and should you require any further information please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'G Swinyard', written over a light blue horizontal line.

Gabriella Swinyard
Senior Recruitment Advisor

NHS Golden Jubilee

General Information for Candidates

- This information package has been compiled to provide prospective candidates with details of the post and background information about NHS Golden Jubilee.
- The contents of this package are as follows:
 - Job Description/Person Specification
 - Terms and Conditions of Service
 - Information on Agenda for Change
- The Equal Opportunities Monitoring form which you will be requested to complete via our electronic application system is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
- NHS Golden Jubilee operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.
- All offers of employment will be subject to the receipt of two year's satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.
- Please submit your completed application through the Jobtrain Recruitment System.
- The shortlisting process will take place shortly after the closing date.
- As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
- The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:
 - Valuing dignity and respect
 - A "can do" attitude
 - Leading commitment to quality
 - Understanding our responsibilities
 - Effectively working together

Person Specification

	<u>Essential</u>	<u>Desirable</u>
Qualifications/Training	<ul style="list-style-type: none"> • Network related technical IM&T qualification or significant proven experience in a network support based IM&T discipline 	<ul style="list-style-type: none"> • Cisco CCNA Certified Professional or equivalent
Experience	<ul style="list-style-type: none"> • Highly developed specialist IT networking knowledge underpinned by theory and experience 	<ul style="list-style-type: none"> • Exposure to Health Service technical services • 5+ years' experience in a similar role
Skills/Knowledge	<ul style="list-style-type: none"> • Cisco IOS • Ability to work in a rapidly changing environment • Strong communication and interpersonal skills • IT Support in a mixed environment (telephony, wireless technologies, Ethernet & fibre wired technologies) 	<ul style="list-style-type: none"> • Telephony system admin • Digital Certification Technologies • Cisco ASA Firewall configuration
Additional job requirements E.g. car driver, unsocial hours	<ul style="list-style-type: none"> • Potential of out of hours working • Possible on-call commitment 	

Job Description

1. JOB IDENTIFICATION

Job Title: Senior Infrastructure Support Analyst

Department(s): e-Health

Job Description Reference:

No of Job Holders:

2. JOB PURPOSE

To participate in design and delivery of an effective, reliable IT network infrastructure support service to all users, by the efficient installation of robust IT hardware and applications. This post provides the IT Manager with expert advice across the organisation around a range of IT areas, namely networking and telephony infrastructure.

The Post holder works within the eHealth Infrastructure Team reporting to the Network Manager and is expected to have excellent understanding and support/maintain in the following areas :

NWTC Board Network Infrastructure consists of a range of routers, Cisco Nexus core switches, Cisco Wireless Controllers, Cisco ASA's, Fortinet Firewalls and approx 140 Cisco edge switches providing interconnectivity (wired and wireless) for all users and access to the internet via the fibre connected SWAN network. Our telephony systems are hosted on a variety of ISDN30 and ISDN10's connected to our Avaya 8700 PBX.

- Configuration and management of Cisco network switches (Catalyst 2960/3750/9300 and Nexus 7k)
- Configuration and management of Cisco wireless network (corporate and public access).
- Configuration and management of network security systems (Cisco ASA, NextGen firewalls, Cisco ISE, Cisco Prime, Fortinet firewalls, Armis, Portnox, Beyond Trust etc.)
- Configuration and management of Avaya telephone system (approx 1500 exts) and associated voicemail system.
- Configuration and management of board mobile device estate (phones/tablets etc).
- Configuration and management of internal paging system (Multitone).
- Configuration and maintenance of board video conferencing devices and associated connections.
- Pro-active monitoring of network performance (availability, utilization, throughput, etc).
- Production of training guides and detailed systems documentation.
- Management of external suppliers and associated billing systems and production of management reports.
- Involvement in various organization-wide projects for roll-out of new systems/services.
- Provide 'on the job' training, guidance and support to all relevant technical staff.

The post holder must be prepared to be part of an on call service. This is currently provided through a rota covering 1 week at a time.

3. ORGANISATIONAL POSITION

Head of eHealth

IT Manager

Network Manager

Senior
Infrastructure
Analyst

4. SCOPE AND RANGE

Number of Staff managed by post holder: None

Budgets Managed by the post holder: None

Expenditure authorisation level: Not Applicable

The Board has approximately 1,800 staff that utilise eHealth systems and Information services. This is likely to increase due to current expansion projects.

The eHealth Structure comprises the following areas:

- **Information Technology** – responsible for the delivery and development of the underpinning technical infrastructure on which all GJF applications and information systems run.
- **Programme/Project Management** – Responsible for the implementation and support for Clinical and Non –Clinical systems.
- **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services.

5. MAIN DUTIES/RESPONSIBILITIES

- Procurement of Network Switches, Network Security devices, Structured Cabling, Copper and Fibre patch leads, Telephony Equipment, Mobile Handsets/Tablet devices and associated user licenses.
- Creation and development of standard configuration templates for network switches.
- Design and implementation of network architecture to ensure robust and secure delivery of network services.
- Installation, configuration and maintenance of various network hardware including Cisco switches and routers.
- Contribute to network security reviews for operational systems and changes.
- Participate in the ongoing examination of all aspects of network security to ensure that adequate security arrangements are in place and are being observed in conjunction with the Cyber Security team.
- Participation in network/security risk assessments against the relevant ISO/IEC standards range for applied changes, upgrades and new system implementations
- Adhere to published national IT security guidelines and contribute, when required, to the development of organisational security policies.
- Installation, configuration and maintenance of network security hardware/software including but not limited to, Cisco ASA's, Cisco ISE, Cisco Prime, Portnox Core, Airwatch MDM.
- Configuration and maintenance of Cisco wireless network components including wireless controllers and access points.
- Configuration and maintenance of internal paging system equipment and end user devices.
- Configuration and maintenance of mobile telephony and mobile data devices.
- Configuration and maintenance of voicemail system.
- Configuration and maintenance of all video conferencing devices and associated software applications.
- Develop and maintain remote access links to provide secure access for users and third party support partners.
- Pro-active use of network monitoring tools to ensure maximum uptime of network services.

- Monitor, by various methods, on a daily basis, the activities of staff and third parties ensuring compliance with network security policies.

6. SYSTEMS AND EQUIPMENT

- Solarwinds Orion – Network Management
- Portnox
- Bomgar
- IM&T Helpdesk software
- Cisco ASDM/IDM
- Kiwi Syslog Server
- Avaya Site Administrator
- Standard email client
- Fluke Optiview XG
- Fluke LinkRunner/ LinkSprinter
- General office equipment including PCs, printers etc
- Trolleys and other lifting equipment

7. DECISIONS AND JUDGEMENTS

- Analyses complex network related problems and interprets complex data sets relating to Information technology where there are a multiplicity of targets/objectives.
- Post holder reports to the Network Manager who will carry out formal review of performance.
- Responsibility for the monitoring, maintenance and development of NWTCB data network environment.
- Responsibility for the monitoring, maintenance and development of NWTCB telecoms network environment.
- To work without direct supervision, prioritising workload and scheduling tasks accordingly whilst ensuring that disruptions are kept to a minimum.
- Make judgements on clinical and non-clinical eHealth projects by proposing and implementing strategies.
- Post holder will formulate and develop work plans for himself/herself, based on his/her own assessment of priorities and those instigated by the Network Manager & IT Manager.
- Develop procedures for support and maintaining configuration standards.
- To provide standards and procedures for the management of routine backups of network devices, to monitor their adherence to these standards and procedures and participate in the development and management of a centralised service that reduces the administrative burden on practices.

- Establish and maintain access control and network connection procedures in accordance with agreed policy.
- Develop, maintain and test Standby and Disaster Recovery Plans in conjunction with the Network Manager and/or IT Manager.
- Ensure a safe working environment and safe work systems.
- Develop plan of action for major system faults, advise senior managers of serious or recurring faults.

Make judgement on IT information and associated risks where there is no precedent and where opinions may conflict.

8. COMMUNICATIONS AND RELATIONSHIPS

Internal

- Direct reporting on both informal and formal basis to Head of Digital Operations to update on business systems status
- Direct reporting on both informal and formal basis to business users to update on systems performance
- Line Manager within the Digital Operations function with responsibility for the cohesive and cooperative performance of the Digital Operations Team
- Responsibility for a number of business-focused processes such as working with external agencies and user Departments to ensure operational integrity and support of systems to NHS GJ

External

- Liase with hardware and software suppliers and third parties re system support, resolution and maintenance to ensure SLA's and requirements are met.
- IT Leads and associated teams within NHS Scotland

9. PHYSICAL DEMANDS OF THE JOB

Physical Effort

- Lifting and moving of Routers, Firewalls, Switch Cabinets, Switches and other network hardware.
- Installation of networking cabling, sometimes in very cramped and difficult conditions – plant rooms, comms cupboards, switch cabinets, under floor and above ceiling cable containment runs.
- Utilising lifting and handling equipment - Trolleys, lifts & elevators.
- Utilising ladders where required to access ceiling spaces and other difficult areas

Mental Effort

- Ability to concentrate for long periods of time despite frequent interruptions, e.g. when resolving complex technical problems or reviewing the technical design or contract details of a major new system development.
- Required to make decisions affecting access to data.
- High level of concentration required to analyse problems within multi-tiered network topologies.
- New and upgraded network software and hardware configurations require constant learning.
- Managing stressful workload while coping with many interruptions.
- Required to make own decisions and manage own workload best to their ability, scheduling tasks within agreed parameters by the Network Manager & IT Manager
- Prolonged concentration when analysing data, complex network issues and supporting major networked IT systems.
- Demonstrate awareness of new network and telephony technology.
- Ability to keep one's own emotions under control when dealing with conflict situations in a pressured environment.

Emotional Effort

- Dealing with queries from angry and pressurised staff.
- Stress associated with constant queue of work and too many demands on time.
- Exposure to distressing circumstances.
- Balancing workload and maximising time management.
- Ability to cope well with single point pressure.
- Demonstrated tolerance of different attitudes.
- Ability to cope with unexpected problems and take responsibility

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Prioritizing heavy workload with the aim of effectively using the time available to analyze any given situation and deliver a high standard of service to clinical and non-clinical users.
- Ensuring that users of vital network services have access to the resources they need at all times with minimum unplanned downtime whether caused by hardware failure, software problem or network configuration.
- Making best use of limited resources to prioritise and schedule workload.
- Managing priorities and activities to ensure timely delivery of major network and telephony solutions while providing maintenance and support of existing business-critical links.
- Continual development of advanced technical skills in new areas whilst maintaining skill level with existing technologies.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Training and/or qualification(s) required:

- Relevant qualification in Technical IM&T related discipline or significant proven experience in a relevant IM&T discipline.
- Highly developed specialist IT knowledge underpinned by theory and experience.
- Experience of analysing, interpreting, solving and explaining complex issues.
- Experience of working alone and on one's own initiative.
- Ability to work in a rapidly changing environment.
- Strong communication and interpersonal skills.

Desirable:

- Exposure to Health Service technical services.
- Cisco CCNA Certified Professional or equivalent certified training.
- Avaya telephony system admin experience
- Cisco ASA / Fortinet Firewalls admin experience

12. 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:

Date:

Head of Department/ Line Manager Signature:

Date:

NHS Golden Jubilee Terms and Conditions of Service

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

1. Superannuation

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from to 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers' contribution equates to 13.5% of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

2. Salary

£37,831 to £46,100

3. Grade

This post is offered at Band 6

4. Annual Leave

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

5. Hours of Duty

37.5 hours per week

6. Tenure of Employment

This post is offered on a permanent basis

7. Asylum and Immigration Act 1996

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

NHS Golden Jubilee Benefits

NHS Superannuation scheme:

New entrants to NHS Golden Jubilee who are aged sixteen but under seventy-five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.2% to 14.7% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years' pay - while you are working, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency. This scheme is a qualifying pension scheme, which means it meets or exceeds the government's new standards. All benefits including life insurance and family benefits are explained on the SPPA website <http://www.sppa.gov.uk/>

Annual leave entitlement (including public holidays):

35 days' annual leave on appointment
37 days' annual leave after 5 years
41 days' annual leave after 10 years

Free car parking

Continuing professional development opportunities

Discounts at the Golden Jubilee Conference Hotel

- **Leisure Club membership** – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £25 per month.
- **Discounted Room Rates** - Rooms rates discounted subject to specific conditions
- **Discounted Dining** - 20% off food and beverage when dining in the hotel.
- **Golden Bistro (Hospital Restaurant)** - Discounted food in our award winning hospital restaurant.

NHS Staff Benefits

As a staff member in NHS Golden Jubilee, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit www.nhsstaffbenefits.co.uk - new offers are added on a weekly basis.