|  |
| --- |
| * **JOB IDENTIFICATION**   **Job Title:** Hardware Support Engineer  **Responsible to:** Hardware Support Manager  **Department:** Operations / Direct User Support  **Directorate:** eHealth |
| **2. JOB PURPOSE** |
| The post-holder will be a member of the Hardware support / Hardware Installs team within Operations. The Team’s primary objective is to deliver comprehensive Hardware support / Installation services to all IT Desktops and related equipment.  The hardware support service includes   * Responding to and resolving hardware faults with desktop/server devices, printers, scanners and associated peripherals * Out of hours support for a specific device list for engineers participating in on-call rota * Preventative maintenance for specific printers * Management of parts stock in conjunction with the asset management team |
| **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 IT Desktop environment is the customers / users primary point of interaction with all IT systems and applications. The environment covers:   * 10 major acute sites * 500 smaller sites * Potentially 50,000 staff * 25,000+ desktop and peripheral devices * 5,000+ printers * Number of devices on critical list: 1,000 + * Average hardware incidents per month: 490 * Average percentage of incidents requiring fitting of parts: 26% * Core services available 24\*7\*365   The Hardware Support Team is led by a Hardware Support Team Leader. In its primary role of delivering a comprehensive Hardware IT technical support service the team:   * Handles 450+ support calls and work orders per month * Interacts with customers at all levels within the organisation, including porters, nurses, Ward Managers, Service Managers, General Managers, laboratory staff, admin staff, doctors and consultants * Resolves some calls via office based remote support / phone calls * Resolves majority of calls via site visits, often involving extended periods of travelling within and between sites (mostly by car, foot) and carrying / transporting IT equipment and parts around sites   May be asked to participate in out of hours rota which provides 24 x 7 x 365 cover for a named list of devices (which is subject to regular change) and covers all sites in NHSGGC. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| * Respond to hardware support calls logged via the central service desk, recording all appropriate information relating to the call, resolution, parts and equipment involved * Fault diagnosis and repair of hardware for PCs, Servers, Uninterruptable Power Supplies, laptops, printers, monitors and related peripheral equipment * Where replacement desktop, laptop or tablet is required, load device image, install necessary applications (using SCCM), and ensure device is in all correct Active Directory groups * Apply hardware device firmware updates, and thin client software updates when required * Remove redundant equipment; assess and test reclaiming usable parts and components reducing overall expenditure of service * To liaise with internal/external groups and 3rd party suppliers for warranties, repairs and installations * Maintain parts database, and update asset documentation as required * Document and distribute any information among team members that relates to an improvement in service which may contain known technical fixes that enables the distribution of skills within the team * Carry out preventative maintenance on specific printers and a wide variety of IT equipment * Ensure all IT equipment is safe to use both electrically and mechanically * Provide guidance or support to other eHealth staff whenever required to resolve support issues * Ensure that all customer communications are undertaken in a professional manner and take account of customer perception of the issues involved and overall IT service delivery * To carry out any other such reasonable and appropriate duties as may be required from time to time * Ensure a safe working environment making proper and safe use of store rooms / work areas and safe work systems * May be required to participate in on-call rota providing 24/7 cover for specific areas |
| **7a & 7b. EQUIPMENT, MACHINERY & SYSTEMS** |
| * General office equipment including PCs, printers etc * Remote control software (Microsoft Remote Desktop and System Centre Configuration Manager) * Server diagnostic tools (HP Insight manager, Dell OpenManage) * Hardware Remote access tools (HP Printer Web admin, Lexmark Markvision) * Technical service manuals * Uninterruptible power supplies * Trolleys and other lifting equipment * Variety of different software packages * PC, including visual display unit, used more or less continuously throughout the day * Competent and knowledgeable in the safe and proper use of manual, electronic and electrical tools required to diagnose and repair IT equipment. Examples – Screwdrivers, soldering irons, multi meters * Service Management Software * Using manufacturer utilities to assist with fault diagnosis * Connecting devices to networking equipment * Technical support and advice for users * Moving hardware around building and stores and to users location * Working in communications node rooms |
| **8. DECISIONS AND JUDGEMENTS** |
| Post-holder reports to Team Leader for formal review.   * Analysis of faults some of which maybe complex and require in-depth investigation and decides on best actions to resolve * The post-holder will be expected to be “self-motivated” and manage their own time in an effective and responsive manner, escalating any issues through management when required * Ability to determine whether it is cost efficient to repair or replace equipment * The post holder will have the freedom to prioritise customer incidents allocated, while working within the constraints of the Service Level Agreement (SLA) and manage time effectively between call list and workshop based repairs, escalating any issues through management when required * Decide and advise Team Leader of recurring or developing fault patterns |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| **Internal**   * Direct reporting to Team Leader on key performance indicators, as related to team activities and specialist areas * Post-holder must take into account the relative experience and knowledge of the customer and convey information in a manner that is clearly understood, according to the situation * Liaising with other eHealth teams   **External**   * Dealing with 3rd party suppliers for supply of warranty parts * Communicate with manufacturers to resolve technical issues |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills**   * Combination of sitting, standing and walking * Ability to use a computer on a daily basis using advanced keyboard skills * Ability to drive – will be required to undertake travel on a frequent basis to various sites * Regularly required to move and lift equipment such as PC’s, large TFT screens, network switch’s, printers and large network printers that can be difficult to lift as well as heavy * Will be occasionally required to install rack mounted servers and Uninterruptable Power Supplies into communications cabinets which will require 2-3 men to lift due to weight and size   **Mental Demands**   * Ability to concentrate for long periods of time when resolving complex technical problems while carrying out workshop repairs * Deal with frequent interruptions, e.g. when resolving on-site technical problems   **Emotional Demands**   * Ability to cope with problem not as initially described * Ability to keep one’s own emotions under control when dealing with irate users and be professional in carrying out role   **Exposure to distressing situations is rare/occasional**   * Occasionally required to visit areas where IT equipment is located within clinical area where patient may be undergoing surgery or receiving treatment (Theatres, treatment areas, high dependency, critical care units, secure mental health and isolation areas)     **Working Conditions**  **Frequent exposure to unpleasant conditions/some exposure to hazards**   * Dust, Swarf, server room noise and low temperatures / unavoidable exposure to electrical hazards |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Pressure that is brought by SLA’s requiring that work orders are treated with correct priority and resolved to customer satisfaction in an appropriate timescale.  Investigating faults that pose a safety risk to users i.e. crackling electrical noises / swollen batteries / IT equipment overheating. Often when users have been advised to power off equipment, causing delays to services and possibly affecting patient care.  The systems that are supported include key clinical systems that require quick fixes when problems occur. (This can be highly pressurised). (Beatson Clinical Physics Varian workstations and servers, Netvoyager Theatre Opera workstations, Operating theatre PACs workstations,)  On-going development of specialist knowledge required to deal with new hardware and software technologies used within NHSGGC (which may involve a degree of research) whilst maintaining skills level in existing and old technologies. |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **The Hardware Support Engineer should have a combination of qualifications, manufacturer accreditation and experience.**  **Qualifications**  **HND** Computing / Support, and an **HNC** Electrical Engineering or **HNC** Mechatronics/Electronics, or relevant experience to this level  **Manufacturer accreditation**  **At least one of:**   * **Comptia: A+, Server +** * **HP - Platform Specialist, Desktop / Workstations, Laptops , Proliant ML/DL Servers, printers** * **Lexmark printers/MFD** * **Lenovo mobile devices**   **Microsoft Certified Solutions Associate in Operating System**  **Experience**  Significant on the job training in a service environment   * Workshop engineering * Field Service engineering / Installations * Mechanical / Electronic Technician * Hardware Diagnostics   **Additional knowledge training and experience**  Experience of service management systems |