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| 1. **JOB IDENTIFICATION**

**Job Title: Directory & Mail Technical Specialist****Responsible to: Support Team Manager****Department: Operations – Directory & Mail****Directorate: eHealth** |
| **2. JOB PURPOSE** |
| Responsible for assisting with the management of email and server storage services for customers across the NHSGGC. The service includes:* Assist in the management of core NHSGGC Microsoft mail and storage environments
* Assist in the management of technical inter-dependencies and interfaces with National Services
* Responding to and resolving hardware and software issues within the mail and directory server environments
* Ensure efficient 24x7 running of the application services, key databases and integration technologies; and provide end user support services.
* Assist in the resolution of Incidents, Problems and Change requests arising from the eHealth Service Desk
* Assist in the management of new technology, service delivery or upgrade projects in support of agreed work schedules and demands from the Business.

Contribute to development of best working practice in specialist fields.The post holder will assist in the management all elements of technical support provision and service across relevant critical infrastructure. The post holder will manage fault resolution with internal and external stakeholders and 3rd parties. |
| **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**eHealth operations supports NHS Greater Glasgow and Clyde’s IT infrastructure, 40,000 End User Device devices and 900 server instances. This technology underpins the clinical services delivered by the 43,000 staff of NHS Greater Glasgow and Clyde (NHSGGC). Following restructure the eHealth Directorate has realigned its operational support. Accompanying the technology is the implementation of ITIL best practice, process change with service management, movement to service level packages and infrastructure commoditisation.The Mail & Directory service has gone through a period of significant change with the on-going development of national services such as the NHS National M365 tenancy. Staff will be provided with both technical and service management training. As part of the Direct User Support Team, providing operational support the job holder will be responsible for identifying service issues and develop improvement plans that can involve both processes and technologies. The postholder will assist in the management and resolution of application support issues and provide support, development and implementation of applications which underpin 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 Mail and Storage applications. Assists in the management of and resolution support team priorities and key project deliverables to support strategic and business objectives.Assists in providing technical knowledge and as well as providing support and input on behalf of or in the absence of the Direct User Support Manager where appropriate. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES**The Mail & Directory 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 and application software by monitoring and fine-tuning configuration parameters to optimise functionality, capacity and performance of Microsoft mail, storage and Cloud tenancy instances and process flows.
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 and engagement via the ServiceNow Service Desk system to ensure that GGC staff are able to maximise their use of Mail and storage-based resources.
5. 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 specialist 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 Management 1. 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.

Develop, test and implement data extract software and data models (using standard tools and ad-hoc 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 system and NHSGGC eHealth strategic projects supporting the Mail & Directory 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.
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| **7a&b. EQUIPMENT AND 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
* E-Mail systems, internet and intranet
* Microsoft Cloud tenancy-based technologies such as O365 and Azure
* 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**Post holder reports to the Mail & Directory Team Leader for formal review.Responsibility for management of key area(s) as agreed with the Mail & Directory Team Leader.Post holder will formulate and develop work plans for themself and staff, based on own assessment of priorities and those instigated by a Mail & Directory Team Leader, Service Delivery Manager, Head of Operations, Director of eHealth. Make judgements on importance of Help Desk calls and prioritise workload accordingly with Mail & Directory Team Leader.Analyses complex computer related problems relating to Information Technology where there are a multiplicity of targets/objectives; Interprets complex data sets.Works to achieve agreed objectives and has freedom to do this in own way working within organisational and broad professional policies.Decide and advise Team Leader of recurring or developing fault patterns.Makes judgements on IT information and associated risks where there is no precedent and where opinions may conflict. |
| **9. COMMUNICATIONS AND RELATIONSHIPS**The post holder is required to communicate with; * Other eHealth Directorate Professionals ensuring models of service delivery are achieved, negotiating the release of resources to perform areas of work, allied to this the post holder, when required, will negotiate with the divisions main suppliers ensuring their compliance with the service delivery needs of the division.
* Business Intelligence staff within the business areas.
* Senior clinical staff to discuss information and data requirements during development phase of project.
* Provide expert IT advice to Directorate staff at all levels.
* The Boards Directors and senior managers, Business and Project Managers, both advising and negotiating the use of new and emerging technologies.
* Third party software vendors, negotiating changes to software and highlighting discrepancies within the product.
* The Programme Office.

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** |
| **Physical Effort*** Combination of sitting, standing and walking
* Occasional requirement to carry equipment to sites. The systems that are supported are key clinical systems and require quick fixes when problems occur. (This can be extremely pressurized)

**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
* Ability to make rational decisions when resolving conflict situations
* Ability to foresee situations of potential stress or conflict within the Department and manage staff and the situation accordingly
* Ability to keep one’s own emotions under control when dealing with conflict situations in a pressured environment

**Emotional Effort*** Responsible for the monitoring of staff performance and development, with a requirement to take corrective action if necessary
* Ability to cope well with single point pressure
* Demonstrated tolerance of different attitudes
* Ability to cope with unexpected problems and take responsibility

Will take all necessary steps to achieve objectives.

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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Managing priorities and activities to ensure timely delivery of major IT systems and solution while providing maintenance and support of existing business-critical applications.Delivering all elements of role in a changing and expanding pan-Glasgow and National community and structure.Continual development of advanced technical skills in new areas whilst maintaining skills level in existing and old technologies. |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Essential**The Technical Specialist should be educated to degree level in a technical subject, with significant IT experience. The Technical Specialist must have previous experience within End User Device services area and O365 The Technical Specialist will have excellent communication and interpersonal skills and will have the ability to effectively lead and motivate staff. The ability to liaise effectively with senior internal NHS managers and senior external managers is essential. Proven customer facing skills and the ability to work well under pressure are also essential qualities for the post.The Technical Specialist as a minimum should have a good understanding of, change management, ITIL service management.**Desirable**A working knowledge of NHS systems is highly desirable.ITIL qualification. |

**History:**

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| **Version** | **Date** | **Comment** |
| V1.00 | 01/01/08 | Caje Ref: ASDEC07046, End User Device Services Team Leader |
| V1.1 | July 16 | Changed job title, Desktop to end user devices and ref to HI&T to eHealth. Sections 3 and 4 updated. |
| V1.2 | 12/03/2020 | Transferred to new JD template. Aligned formatting, updated role of department (section 3) and orgranisational positon (section 4). Section 12 updated – reference to specific number of years experience removed. |
| V1.3  | July 2020 | End User Device Team Leader – changed to Technical Specialist. Section 5 – active directory (2008) removed. |
| V1.4 | Nov 2021 | Section 3 Role of Department updated |

**Appendix 1 – Person Specification**

**PERSON SPECIFICATION FORM**

**Job Title: - Mail & Directory Senior Specialist**

**Department: - Operations**

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| **Qualifications** | Essential (X) | Desirable (X)  |
| Degree with relevant content or can demonstrate equivalent knowledge gained through significant practical experience in an IT / Digital project lead, project support, or similar role | X |  |
| Both theoretical and practical experience of Mail, storage and Cloud-based technologies gained through achieving a relevant diploma or degree and/or previous practical workplace experience. | X |  |
| 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 |  | X |
| Project management qualifications such as Prince-2 or equivalent |  | X |

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| **Experience** | Essential (X) | Desirable (X)  |
| Significant practical experience in the specification, development and implementation of IT / Digital systems within a public or private service environment. | X |  |
| Significant experience in project management and project delivery | X |  |
| Significant experience in IT systems implementation | X |  |
| Significant experience in collaborative approaches, working with end-users, working with suppliers, and working with wider IT operations teams to deliver services required to support projects. | X |  |
| Experience in some or all of business analysis, testing, user-centred design, data and innovation |  | X |
| Experience of working in IT applications implementations involving integrations and data flows with other systems |  | X |

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| **Behavioural Competencies**  | Essential (X) | Desirable (X)  |
| Ability to prioritise and meet deadlines in a time constrained environment. | X |  |
| Ability to exercise initiative and work independently. | X |  |
| Good interpersonal and negotiating skills allowing post holder to influence decision making. | X |  |
| Able to Communicate clearly with all levels within an Organisation and with suppliers and other key partners | X |  |
| Excellent communication and interpersonal skills | X |  |

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| **Other** | Essential (X) | Desirable (X)  |
| Caring Competencies | X |  |
| Ability to travel across Region – driving license | X |  |
| A working knowledge of data analytics and informatics |  | X |