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

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| JOB IDENTIFICATION |
| Job Title: Senior ServiceDesk Analyst  Responsible to: Service Delivery Manager  Department(s): Digital & Information  Directorate: Corporate  Job Reference:  Last Update: Jan 2023 |

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| 2. JOB PURPOSE |
| This role involves providing first line IT support duties within the Service Desk, but also taking a senior role within the team; advising, coaching and the daily supervision of the Service Desk team and Account Provisioning Team. There are two posts sharing these responsibilities across the teams.  Receives and handles requests for Digital & Information (D&I) services following agreed procedures. Responds to requests of service by providing information to enable incidents, changes or problems resolution and promptly allocates unresolved calls as appropriate according to the policy and procedures in place. Maintains records and advises relevant persons of actions taken, including the user affected. |

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| **3. DIMENSIONS** |
| First Line Support of clinical and non-clinical systems or systems infrastructure for all 9900+ NHS Fife staff and 1100 GP staff to support the delivery of healthcare and services to 380,000+ patients in Fife. As IT / Digital services become 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), 7800 Personal computers and 1000 printers within a typical Microsoft based environment.  **Service dimensions:** Over 4000 incidents / service requests are logged through the Servicedesk each month. |

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| 4. ORGANISATIONAL POSITION |
| Head of IT Operations    Cyber Security Manager  Technical Services Manager  Application Services Manager  Architecture & Resilience Manager  Service Delivery Manager  Technical Services Teams  Cyber Security Team  Application Services Teams  Architecture & Resilience Team  **Senior Service Desk Analyst**  Senior Service Desk Analyst  Service Desk Team x 9  Account Provisioning Team x 4 |

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| 5. ROLE OF DEPARTMENT |
| The aim of D&I 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 populations  The D&I Department has approximately 300 staff, a revenue budget of approximately £12m, annual capital budget of approximately £1m. D&I 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 D&I/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. |

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| 6. KEY RESULT AREAS |
| First Line IT Support (as any other Service Desk Analyst)  First line user/customer liaison on a daily basis, receiving and recording users calls (incidents, general enquiries and some D&I service requests/RFC) and automated critical systems/network alerts following agreed procedures. This area includes:   * Initial assessment of requests, which involve determining the seriousness/impact the situation has on the organisation, assigning an initial priority to the call and escalating accordingly. * Attempting to resolve incidents and other service requests at first line support through the phone using a variety of Knowledge resources available in the department and their own IT skills, making use of remote management tools when appropriate with the aim to achieve a first time fix. * Identifying the appropriate SLA for the call. * Passing calls to the relevant teams for resolution or further diagnosis when required. * Keeping customers informed on request status and progress * Monitoring the request lifecycle, including closure and verification * Communicating planned and short term changes of service levels to Customers * Co-ordinating second-line and third party support groups * Closing incidents and confirmation with the Customer. * Contribute to Problem identification proactively or preparing adhoc queries to the Service Desk data base for specific kinds of calls as required.   System administration functions on a daily basisincluding:   * User account management including creation, modification and deletion for all systems managed by the department (some systems are outsourced or this function relies on other departments). * Resetting printers * Reset user sessions within a number of environments including Citrix.   Perform deputy list manager duties for the On-line NHS Directory database by collating personnel information from directorates and updating/amending directory as necessary.  Collaborate with the maintenance of the Configuration Management Database (CMDB) notifying the CCR team when discrepancies are detected.  Actively participates in the drafting and maintenance of policies, standards and procedures for the Service Desk.  Other relevant duties as directed by the IT Service Delivery Manager (Team Manager)  Specific ‘Senior Service Desk Analyst’ duties:   * Provide a triage service for technically challenging or time consuming calls. * Provide technical guidance to the Service Desk Analysts & Acc Provisioning Staff on a daily basis. * Provide best practice guidance to the Service Desk Analysts & Acc Provisioning Staff on a daily basis * Provide ad-hoc training to new/existing members of the service desk * To ensure all IT assets are managed and recorded within the Service Desk software and associated databases. * To ensure calls meet the required quality of data and get the correct prioritisation by monitoring and vetting calls but also providing guidance to the team and working in close partnership within the rest of the Support Teams, but particularly with the Endpoint Support Manager to improve the quality of call logging, call resolution and team work. * To liaise with other support teams on a daily basis. * To manage the flow of information between the IT department, the user and third parties. * To adapt the response level for calls when appropriate. * To generate, by means of helpdesk reporting tools, service desk statistics. * To assist the Team Leader with other administrative functions as requested.   Participate on the development and implementation of best practices in line with ITIL, and any other standards and frameworks adopted within the Department. |

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| 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 or systems infrastucure as assigned   + 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 v3 (to v4) service management, Prince-2 project management, Magerit / EAR for risk Management, IT security systems, service level management, office filing system, personal filing system. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * The role has autonomy within organisational policies and procedures. * Review of work is undertaken by the Service Delivery Manager (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:   * Service Desk support autonomously managed by post holder and driven mainly by the workflow and reporting back to the source of the query. Regular reviews are held with the Team Manager and/or the IT Service Delivery Manager. * Other administrative and office related tasks e.g. preparation of timesheets, PDP evidence, Corporate training (other than specifically related to applications support, e.g. health and safety related) |

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| **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. |

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| 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. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Internal   * Daily contact with the Team Manager and team members. * Regular contact with other members of the D&I 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 D&I personnel, internal to NHS Fife or external, to resolve complex technical issues. * The postholder will escalate serious problems relating to system administration.   External  Frequent 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 |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| PHYSICAL – Sitting for long periods at a PC / telephone, with opportunity for a raise and fall desk and short walk around.  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 discussion of IT use within 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. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Skills and competencies associated with working in 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)23  Your 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. |

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| **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:**

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| **Version** | **Date** | **Comment** |
| V1.0 | 2013 | Banded AFC4 Senior Service Desk Analyst |
| V1.1 | 01/02/2020 | Update department details renamed title to align with all JDs. |
| V1.2 | 23/01/2023 | Updated and rebranded to D&I |