

NHS Borders JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Desktop Support Engineer

Department(s): IM&T - IT Services

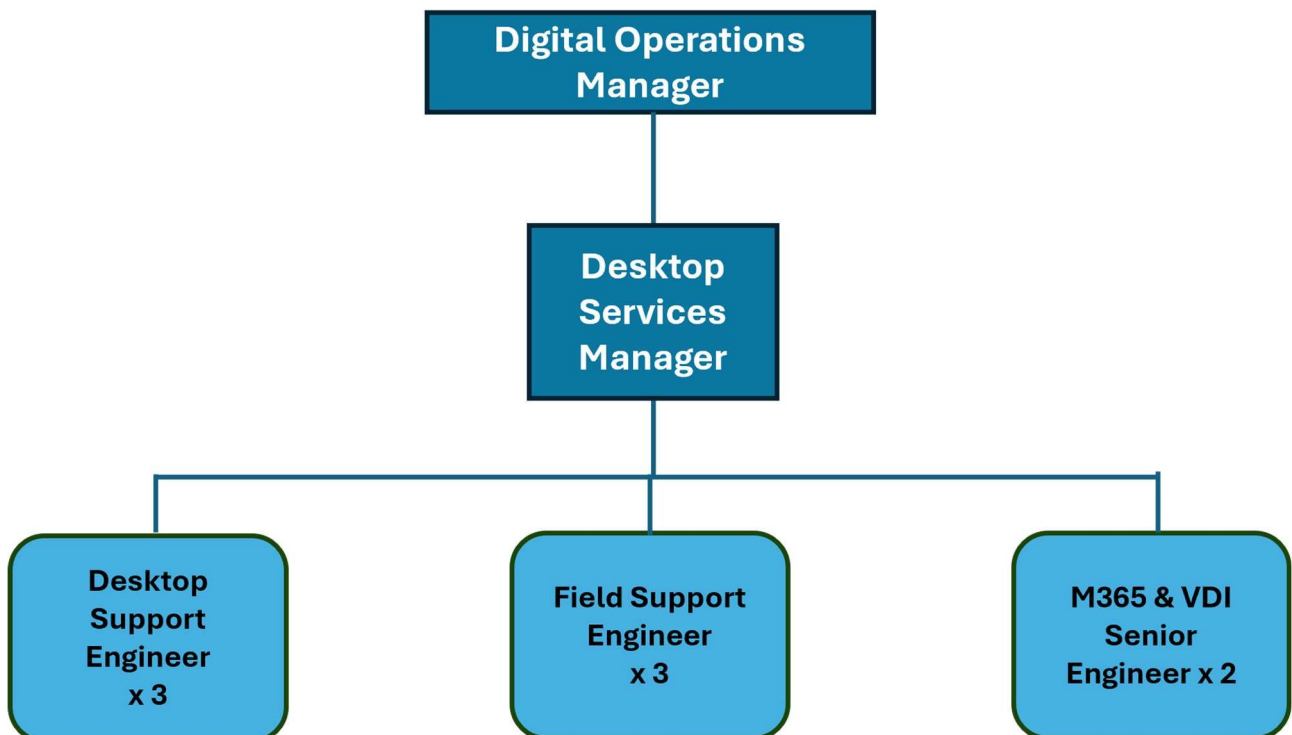
Responsible to: Desktop Services Manager

Date this JD written/update: 01/08/2024

2. JOB PURPOSE

Member of a team responsible for supporting PC, VDI and Mobile Device hardware and software. Maintaining PC peripherals and ensuring access to all systems and applications required by the services and users.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE of IT Services

- Responsible for supporting corporate and departmental Digital technologies in support of NHS Borders core clinical and non-clinical data services, and Health Service delivery.

- Responsible for supporting IM&Ts Desktop infrastructure.
- The postholder will be responsible to the Desktop Services Manager.
- There are approx. 4,000 direct users of Digital Services.
- Desktop Support Team are responsible for update and maintenance of around 3500 PCs throughout NHS Borders.
- Desktop Support Team are responsible for printers, scanners and other IT related equipment.
- Also responsible for the support and maintenance of mobile computing comprising of mobile devices including phones, laptops and a wide range of external IT related devices.

5. MAIN DUTIES/RESPONSIBILITIES

Desktop Support Engineer

Support and maintain PC desktop, laptop, mobile devices and peripheral hardware and software to ensure continuity of service.

Install and setup desktop hardware and software to provide access to digital systems, both clinical and administrative.

Ensure availability of Digital clinical systems, within acute and primary care settings, through timely resolution of faults and regular preventative maintenance for Endpoint infrastructure.

Provide support for the Service Desk operations, logging and resolving faults, to assist effective management of the overall IT workload.

Provide advice and guidance to service users on the purchase or use of Desktop products and Digital Infrastructure, to maximise the effectiveness of investment in the Digital environment

Liaise with suppliers for warranties, repairs, orders and deliveries, coordinating their activities to minimise any disruptions to the IT service.

Support and maintain a remote access service to mobile users extending the availability of clinical systems for a range of clinicians working from various locations.

6. SYSTEMS AND EQUIPMENT

The postholder will have a clear understanding of how IT Services should support and improve health services.

The Postholder must understand and adhere to local IT Security Policy & Information Governance.

The Postholder must adhere to local policies regarding IT Assets.

The postholder must have experience in all of the following:

Hardware and associated Operating Systems

Desktops
Virtual Desktops
Laptop/Mobile phones
Printers and MFD's
Peripherals
Server Technology
Network Technology

Desktop PC Applications

MS Office 365 Applications
Intranet/Internet Technologies
MECM/Intune
Active Directory/Quest Active Roles
Dameware Utilities (remote support tools)
Topdesk(ITSM) for logging and Tracking, Calls, Change Requests, Asset information etc
ITIL Service Management awareness

7. DECISIONS AND JUDGEMENTS

General

Line Management is with the Desktop Services Manager.

IT Services Group

The Postholders work derives from the following.

Desktop Support Manager
Activity including Incidents & Requests logged on the Service Desk
Project Managers delivery Digital Portfolio Projects

The Postholder can decide when external support is warranted to effect replacement or repair of faulty equipment. They will also decide when to request an onsite visit by external support technicians and will coordinate activities while those technicians are on NHS Borders premises.

The Postholder can decide to take IT equipment temporarily out of service to effect repairs, coordinating these activities closely with service users.

The Postholder can make recommendations to service users about replacement of equipment which is no longer operationally viable, and identify the most appropriate alternative conforming to NHS Borders standards.

The Postholder may make decisions regarding the prioritising and escalation of jobs, based upon an assessment of the impact on service delivery that the problem is causing.

8. COMMUNICATIONS AND RELATIONSHIPS

With the Desktop Services Manager.

Direct reporting on both an informal and formal basis to the Desktop Services Manager

Internal to IM&T

Direct reporting on both an informal and formal basis to IM&T management to update on systems status on a daily, weekly, monthly and quarterly basis as agreed with our users/customers.

Member of Desktop Support Team, with joint team responsibility for the performance of this team and customer satisfaction.

As Desktop Support Engineer there will be significant levels of communication with team members and all other areas of IM&T. This will also involve communicating to all users of IM&T Services within NHS Borders.

Work with the other IM&T functions to ensure that IM&T service is delivered to business needs and requirements (aligned with both internal and with external information and IM&T systems, mechanisms and industry practices). Frequency varies from weekly to daily.

Regular meetings with Desktop Support Manager and team members.

Internal to NHS Borders

As a Desktop Support Engineer there will be regular communication with the IM&T customer base and all other areas of NHS Borders, including Heads of Departments, Practice Managers, General Practitioners, Consultants and Departmental Staff of Clinical and non-clinical functions.

Outwith NHS Borders

Contact with External Contractor Services for new IT implementations and External NHS Borders IT Service Providers for specific hardware/system support.

Direct contact with IT Suppliers/Manufacturers regarding fault diagnosis and repair.

9. PHYSICAL DEMANDS OF THE JOB

- Ability to use a computer on a daily basis, approximately 6 hrs per day on average
- Will be required to undertake travel on a regular basis to local meetings
- Ability to move and handle heavy equipment

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Ability to communicate on multiple levels with customers, IM&T management and teams.

Ability to negotiate with Service Desk customers for prioritisation of calls requests.

Ability to prioritise calls assigned to the individual by the service desk.

Working in complex and pressured environments, in the context of the various IT service activities including ongoing support, project activities and preventative maintenance.

Maintaining required technical knowledge in a rapidly evolving field to ensure that clinical and non-clinical systems are properly supported as the IT Infrastructure develops.

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

The candidate must demonstrate experience of working within a Digital environment, and will have been directly involved in an IT frontline facing role.

The post holder should be educated to Degree level or equivalent experience.

Demonstrate a good working knowledge of the following systems/hardware:-

Desktop & Server equipment, covering fault diagnosis and basic repair

Network communication protocols.

Networking / Communications equipment such as routers, switches, connectors

Microsoft Exchange

MECM/Intune – used to build desktop and laptops and deploy software and updates.

Microsoft Office 365

Network / Desktop printers, covering fault diagnosis and general repair

Windows Operating System

VMware Horizon Virtual Desktops

Demonstrate experience of team working

Demonstrate the ability to deliver to performance and team targets

Demonstrate the ability to maintain high morale within a demanding environment

Experienced in customer interaction

Commitment to achieving high quality customer service and support quality care

Understanding of contribution of IM&T to patient care

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 Signature:

Date:

PERSON SPECIFICATION

For the post of - Desktop Support Engineer VC5302 & VC5303

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Below are the essential and desirable knowledge, training (including qualifications) and experience required to do this job.

ESSENTIAL

1. The post holder should be educated to Degree level or relevant experience in a desktop support role.
2. Proficiency in installing, configuring and troubleshooting Windows operating systems.
3. Strong understanding of desktop hardware, peripherals and basic networking concepts.
4. Familiarity with Active Directory, Group Policy, and Office 365 administration.
5. Knowledge of software installation, configuration, and troubleshooting for common desktop applications (e.g., Microsoft Office, antivirus software).
6. Excellent communication skills.
7. Strong customer service orientation with a focus on problem-solving and user satisfaction.
8. Ability to work as part of a team or independently as required.
9. Ability to lift and move IT equipment when necessary.
10. Willingness to learn new technologies.

DESIRABLE

1. Understanding of how Desktop services should support and improve health services.
2. Experience in supporting mobile devices and understanding of Mobile Device Management (MDM) solutions.
3. Understanding of virtual desktops – eg VMware
4. Experience with remote desktop tools and support software
5. A valid driver's license for on-site support as needed