**JOB DESCRIPTION**

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| **1. JOB IDENTIFICATION**  Job Title: IT Hardware Installation Engineer  Responsible to: Business Manager – Purchasing, Supply and Installation  Department(s): Business & Resource  Directorate: Digital & Information  Operating Division: Corporate services  No of Job Holders: 2  Last Update: July 2022 |
| **2. JOB PURPOSE**  To deliver a comprehensive configuration and installation service for all desktop PC hardware and peripherals across NHS Fife.   This will include the installation and configuration of a wide variety of software applications and systems.  Undertake general store duties which include, condemning of equipment, asset tagging, PAT testing, receipting incoming goods and general tidying and organisation of storerooms.  In addition, there will be an expectation to undertake basic fault finding and liaise with the technical support teams and external support organisations where necessary. |
| **3. DIMENSIONS**   * Number of personal computers 10,000+ * Number of printers 1000+ * Number of other devices 1000+ * Number of users to support approximately 12,000+ * All current and previous versions of Microsoft operating systems * Various types and models of computer hardware and associated peripherals * A wide variety of clinical and non-clinical business applications/hardware   The post holder will be required to provide IT installation support and basic fault finding on all NHS and GP premises within Fife.  The post holder will be expected to provide guidance and basic on-the-job training to other colleagues within NHS Fife. |

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| 1. **ORGANISATIONAL POSITION**   Associate Director of Digital and Information  Head of Business and Resource  Business Manager – Purchasing, Supply and Installation  **Hardware Installation Engineer (WTE 2)** | |
| 1. **ROLE OF THE 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 284 WTE, 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 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 and Business Intelligence Acute, Partnerships and Public Health. * **Information Governance & Security** – providing advice in relation to all aspects of Data Protection, records management and FOI’s and monitoring compliance of legal requirements. * **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. | |
| 1. **KEY RESULT AREAS**   Follow departmental processes and procedures for the correct installation of hardware to the user location.  Use Microsoft Endpoint Manager Tools and Microsoft Intune to deploy standard NHS Fife images and applications as per Departmental guidelines or policies.  Follow technical documentation to ensure standard installation and configuration and review ensuring this is kept up to date.  Provide basic support and maintenance of a variety of desktop hardware and software applications, understanding their operation, including system administration functions, operating systems, and decommissioning processes.  Ensure that all equipment is suitably marked for security purposes and that the relevant asset management and configuration data has been accurately collated and submitted for import into the configuration management database (CMDB)  Perform electrical safety checks on all new hardware prior to rollout and record in appropriate spreadsheet.  Utilise the IT service management tool to plan and prepare the daily workload, which must be flexible due to the dynamic nature of the environment. Frequently the planned activities will need to be amended to accommodate changes from the end users.  Updating call details as required following the appropriate departmental policies and in accordance with the ITIL.  Conduct site/user surveys where required to ensure all requirements for installation of equipment meets NHS Fife policies and any legal requirements.  Provide basic training to users, staff and colleagues where required.  Ensure the accuracy and integrity of any relevant data within the Configuration Management database or other systems used by NHS Fife.  Conduct any required system administration tasks, as per departmental procedures, including but not limited to basic fault investigation.    Other duties within the scope of the post banding as directed in support of the business. | |
| 1. **EQUIPMENT AND MACHINERY**  * Personal computer / Laptop and printer * Photocopier / scanner * Telephone * All general office equipment i.e., shredder etc * Maintenance of equipment used by organisation * Pallet Truck * PAT Tester * Departmental Vehicles | |
| 1. **SYSTEMS**  * Service Now – Digital and Information Service Desk * PECOS * Microsoft Office software (including Word, Excel, Outlook and PowerPoint, MS Teams) * Blink * Shared Drive filing / retention * TURAS * iMatters (and associated software) * Intune * Active Directory * Mobile Iron * Remote Desktop Support / Screen Connect * Secret Server * Supporting a wide variety of desktop operating systems * Utilising a wide variety of business systems and applications to support the role | |
| 1. **ASSIGNMENT AND REVIEW OF WORK**   The Post Holder will have a high degree of autonomy, be afforded authority to make decisions within his/her remit, be able to work with minimum supervision although, advice and guidance are available on a daily basis if required.  The post holder is expected to constantly monitor procedures/working practices, putting forward ideas for improving the service in consultation with colleagues and senior management.  Yearly appraisal to be completed using TURAS with review by the BM.  Realistic evaluation of how well they are applying knowledge and skills to meet current and emerging work demands, and attending in-house training to further develop these if required i.e., course to learn more about ITIL etc.  Identifying own development needs and booking appropriate courses, after approval from the BM, to keep updated with knowledge and skills in own professional area. | |
| 1. **DECISIONS AND JUDGEMENTS**   The post holder is frequently the first point of contact for enquiries and will determine the extent to which they are authorised to give advice.  The post holder creates updates/re-structures procedures within the limits of the job role.  The post holder works within clearly defined processes and procedures using their initiative on routine decisions, but must be aware, depending on the nature of the issue, whether it is more appropriate to involve senior members of staff. | |
| 1. **MOST CHALLENGING/ DIFFICULT PARTS OF THE JOB**   Frequently handling / moving of IT Equipment, moving to different locations in the Department and throughout the organisation, in line with NHS Fife’s Manual Handling and Health and Safety regulations.  Planning and organising daily activities can be difficult to control due to the busy and demanding environment as priorities can change during the day.  Effective communication skills are required to deal diplomatically with all levels of NHS staff. | |
| 1. **COMMUNICATION AND RELATIONSHIPS**   Communications will be with all levels and disciplines of staff, including medical, nursing, professional, and management grades throughout the Division.  The post holder will routinely communicate with:  **Internal:**  NHS Fife Information Technology staff, managers, clinicians, and other members of staff directly or indirectly involved with information systems to provide support, advice, and basic on the job training to both users and colleagues.  **External:**  Hardware and software suppliers, other 3rd party suppliers/service providers escalating any issues as required. | |
| 1. **PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**  * Working within a busy office / store environment with frequent interruptions. * Frequent handling and lifting computer equipment. * Excellent planning and organisational skills are required. * Must be a confident communicator with the ability to deal with a broad range of people daily. * Constant ability to work on own initiative whilst contributing to the team. * Concentration is always required whilst working in the office / stores undertaking various store duties. * Occasional exposure to electrical equipment and hazard * Required to work at VDU for long periods * Required to travel extensively throughout Fife | |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**   **Knowledge**  The post holder must have a working knowledge of computer systems support, including PCs, Windows and MS Office 365 and basic troubleshooting.  Willingness to gain an understanding of the significance of routine Standard Operating Procedures.  **Skills**   * Good organisational skills * Ability to work well in demanding user led service * Work on own initiative * Respond to urgent requests * Follow agreed processes and procedures   **Qualifications**   * HND or equivalent in a computer related discipline and/or relevant experience. * PAT Testing qualification or willingness to obtain   “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." | |
| 1. **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: |