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| * **JOB IDENTIFICATION**   **Job Title:** IAM User Provisioning Administrator  **Responsible to:** Identity and Access Support Manager  **Department:** Operations  **Directorate:** eHealth |
| **2. JOB PURPOSE** |
| Accurate provisioning and de-provisioning of user accounts and related settings for NHS Greater Glasgow & Clyde (NHSGGC) eHealth applications.  Undertaking related IT applications administration and support. |
| **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 1,700 staff, a revenue budget of approximately £80.m (incl annual Scottish Government ring fenced funding), annual capital budget ranging between £2-4m and non-recurring eHealth budget of approximately £10m.  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, Programmes and Innovation** - responsible for the development of the medium to long term eHealth Strategy and 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 and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration and System development, * **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** |
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| **5. SCOPE AND RANGE** |
| Manage user requests for IT applications access from a potential 35,000+ users across NHSGGC ensuring audit guidelines are followed at all times.  Provision and modify user accounts on applications ranging from large-scale NHSGGC-wide to departmental systems, including TrakCare and Clinical Portal as well as active directory logins and various other systems in use across NHSGGC.  De-provision and modify user accounts based on user requests, audits and related information.  Provide related application administration and end-user support on the covered applications.  The exact mix of applications / systems and technologies covered; plus approaches to administration; will change over time in line with NHSGGC strategic objectives, local business requirements and technology developments. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| **User provisioning and de-provisioning management**   1. Ensure all account administration is undertaken in compliance with eHealth policies and procedures and audit guidelines. 2. Undertake the administration and maintenance of all eHealth user accounts including:    1. Setting up users with appropriate security profiles    2. Processing all leavers, ensuring accounts are removed and data archived    3. Processing all authorised changes to accounts    4. Ensuring users and line managers are kept appropriately informed 3. Assist other eHealth staff to ensure all user account facilities are in place to support planned system rollouts and projects. 4. Undertake system and user audits (where requested/approved). 5. Utilise and support online user requesting and provisioning tools.   **Service management and support**   1. Ensure that customers’ issues are addressed timeously and identify opportunities for improvement in service delivery, keeping abreast of industry best practice. 2. Implement key performance indicators for the measurement of accurate and prompt processing of requests. 3. Provide application support services to end users where required, and under guidance of IT support team staff. 4. Undertake other system administration activities (such as code table builds, drug tables, reference files). 5. Work in conjunction with Incident, Change and Service Level Management to ensure that the team are adhering to ITIL best practice to aid swift resolution of issues, identify route causes, implement preventative measures and work towards continuous service improvement. |
| **7a & b. EQUIPMENT, MACHINERY AND SYSTEMS** |
| The post holder will use and support services for a range of IT systems, including:   * Service desk system * User request management tools * PCs, Printers, copiers, scanners * The IT applications for managing user accounts * E-mail systems, Internet and Intranet * Microsoft applications |
| **8. DECISIONS AND JUDGEMENTS** |
| Key areas of responsibility will be allocated by, and priorities established with, the Senior User Provisioning team lead and Idenity Access Manager in keeping with NHSGGC IT Strategy  The majority of the post holder’s activity will be self initiated and proactive in response to meeting objectives of the job with freedom to act / autonomy in the following Key Areas:   * Response to multidisciplinary user requests including anticipation & resolution of issues. * Proposing & development of policy and procedures surrounding user provisioning. * Individual Issues or complex process communication to the eHealth Directorate in relation to user provisioning. * Individual issues or complex process communication to users of all levels regarding user provisioning. * Allocating work to more junior team members or temporary staff. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| Communication is a very important part of this role. The ability to communicate effectively with all types of multidisciplinary users across NHSGGC is imperative on individual or complex issues.  Provides and receives information, sometimes of a complex nature, analyses and provides advice or instruction as a result.  Internal - in person communication, e-mail, letter, telephone:   * In particular with Support Team Leads and key users to monitor and progress any outstanding requests or renewals. * Interaction with the Infrastructure and Application Teams is required to a high level. * With all other members of eHealth to ensure information is ready available when dealing with other departments. * Users, to inform and give updates on status or purchase requests.   External - in person communication, e-mail, letter, telephone:   * 3rd party suppliers where appropriate |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| Maintaining accuracy required whilst constantly interrupted by the telephone, e-mail, Service Desk Calls and visitors to the office.  Knowledge that major impact on clinical and medical services can be affected by promptness of reactions to processing requests can create high levels of stress, often requiring explosive effort.  Occasional work in clinical / patient areas where eHealth services are deployed.  Physical demands of time management in relation to critical projects and Service Level Agreements / Key Performance Indicators attached to the services provided.  Long continuous periods in front of PC.  Inputting and manipulating data and information, using appropriate eHealth tools and systems. |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| To expedite user access requests efficiently and cost effectively whilst monitoring and reporting on the status, keeping all concerned informed.    Providing service improvements necessary to meet the aspirations of multidisciplinary users in a constantly changing technical environment, who have an ever increasing dependence on eHealth services.    Resolve service desk requests promptly, given policies / procedures & legislation must be adhered to before decision / resolution can be provided.  Operating in a constantly changing environment with unpredictable and variable work patterns, managing frequent interruptions, whilst balanced with the need for occasional prolonged concentration ensuring accuracy and currency of all records and databases.    Communicating clearly and effectively eHealth matters which may seem complicated to non eHealth staff.  Managing peaks in demand, especially associated with induction programmes (such as new doctors’ intakes) and new system implementations or project go-lives.  The post holder is expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or non clinical role the post holder is expected at all times to be an exemplar of person centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team. |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| Essential:   * Educated to HNC level with specific IT content or equivalent professional qualification or has proven comparable knowledge via experience is essential. * High level of IT keyboard skills & experience of varied IT equipment & systems is essential. * Previous experience in IT, with a high level of knowledge of legislation, best practices and procedures. * Good communication skills and the ability to diplomatically deal with customers at all levels within the Organisation. * Proven approach to organisation, administration, documentation and workload prioritisation with demonstrable proactive initiative   Desirable:   * Qualified in, ITIL IT Service Management (International standard for Best Practice in IT Service Management) – if not qualified to at least foundation level will be required to undertake this as part of personal development plan. * Exposure to the Health Service |