

NHS TAYSIDE

JOB DESCRIPTION – SC06-3551

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| 1. Job Identification   Ref ICT101 | Job Title  ICT Technician/IT Service Desk Operator |
| IM &T Qualified ICT Technician | Department(s)/Location  Health Informatics |
|  | Number of Job Holders |
| 1. Job Purpose   Provide qualified first line technical support and fault resolution within an IM & T service delivery function covering one or more areas such as production services, technical services, communications networking, video conferencing , telemedicine, desktop services and applications development, in accordance with priorities, protocols and procedures set by the Technical Services Manager, I.T. Service Delivery Manager, Head of Development Services or equivalent.  Document and interpret all end user communications and gather necessary supporting technical information in order to identify fault / problem. Use detailed technical knowledge and analytical skills to provide IT support for end user departments covering complex technical problems whilst ensuring appropriate NHS Tayside ICT protocols and procedures are followed. | | |
| 1. **Organisational Position**   ICT Technician reports to Service Desk Supervisor, Systems Support Technician, Software Developer or equivalent line manager.  (see organisational chart) | | |
| 1. **Scope and Range**   Required to document and respond to Service Desk support calls covering IT technical and application support services provided to all staff employed by NHS Tayside plus IT services provided to General Practice, Community Pharmacists and General Dental services.  Also required to handle communications from, and provide support to, other NHS bodies in order to support various national systems supplied NHS Tayside data centre managed technical services. This entire service supports somewhere in the region of 15,000 NHS staff and covers all aspects of NHS business and clinical activity.  ICT Services provided include somewhere in the region of 40 corporate business systems and 70 patient based clinical applications. These systems are accessed by over 7500 desktops connected over a series of local and wide area network connecting currently in excess of 150 sites.  Certain critical patient based services require to be supported on a 24/7/365 basis and following complex call management and call escalation procedures is an essential requirement for this post..  The service desk service will deal with on average approximately 1400 calls per month and is the single point of contact for all NHS Tayside IT related activity.  The post holder will be required to work under their own initiative but in certain cases may need to refer highly complex technical issues to a more senior technical specialist. | | |
| 1. **Main Duties/Responsibilities**   Responsible for gathering information from end users, recording information, analysing information and resolving issues to the end users satisfaction.  This will involve recording information into complex call/ problem management software , managing the problem until resolved or in the case of highly complex technical issues routing the problem, via the system, to a lead specialist.  The post holder must ensure all ICT service desk protocols and procedures are followed and the problem is resolved with first line technical support wherever possible.  The post holder should recommend changes and improvements to ICT help desk protocols and procedures in order to improve service levels.  There may be a requirement to access the ICT desktop management software system in order to access the end users PC , replicate the fault , identify a solution and rectify.  Liaise with other IT professionals throughout NHS Scotland to ensure calls are transferred onto the appropriate person for solution and any necessary call escalation procedures are followed.  Prioritise and Monitor calls or requests and ensure satisfactory outcomes are recorded appropriately in the appropriate timescales  Have the ability to use the call/ problem management software to supply the Service Desk Supervisor or immediate line manager with single or collective call information as and when required  Provide first line technical advice and guidance and ensuring end users comply with IM & T policies in relation to the safe and responsible use of IT hardware and software.  Provide system administration service for the NHS Directory Service and Web applications  Provide and maintain appropriate documentation so as to be able to produce performance logs which can be measured against service level agreement terms and conditions.  Ensure all technical support services provided by the department comply with national and local data networking and security standards  Work as an integral part of ICT Service Delivery teams resolving ICT hardware & software faults  Perform technical and administrative duties to support ICT technical and application service delivery across NHS Scotland.  **Induction Standards & Code of Conduct**    Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers. | | |
| 1. **Communications and Relationships**   Must be able to communicate effectively, by voice and email, with NHS staff from all disciplines and at every managerial level.  Must be able to interpret communications, extract the relevant detail and request further information, if necessary, in order to help resolve any technical issue.  Analyse information obtained from end-users relating to complex technical/system/application problems and deliver feedback for solutions in a non-technical manner.  Discuss available options/time-scales/expectations with end-users helping to build a professional and positive impression of the organisation.    Provide verbal and written reports through immediate line manager identifying all progress/problems.  Report through immediate line manager any new issues/trends that are liable to have an impact on the service in the future.  Liaise with other local support teams obtaining advice and/or providing solutions on complicated technical issues.  Participate in Informal and formal discussions with any other IT professional within NHS Scotland covering technical problems and/or solutions.  Liaise with external third party Service/Product suppliers in order to provide solutions and improve best practice within NHS Tayside.  Provide assistance and training, in own area of expertise, to less experience team members. | | |
| 1. **Knowledge, Training and Experience Required to do the Job**  The post requires education to a diploma or Advanced European Computer Driving Licence (ECDL) level or proven and demonstrable technical/applications knowledge covering the following areas:- PC Operating Systems  Desktop , laptop , printer hardware configuration  Network Configuration  Application Development , Database design  PC Applications packages covering word processing , spreadsheets , mail, diary , presentation and databases.  The post holder must be capable of managing their personal workload, advising on and prioritising any assigned duties and dealing with numerous simultaneous tasks.  The post requires good communication skills, and the ability to explain technical issues to a non technical user community.  The post holder must be able to deliver support services and help desk duties in a reliable, dependable manner ensuring customer satisfaction at all times.  The post holder must be able to identify and provide appropriate solutions across a number of technical areas e.g. Applications Software, Operating Systems, communications networks, by analysing the problem and identifying any resources required. | | |
| 1. **Systems and Equipment**   The post holder uses a PC as an essential tool of the job  The post holder is required register all service desk calls on the service desk call management system or comply with the appropriate application change control mechanisms in place  The post holder should have a detailed understanding of the most commonly used software packages , mail , calendar, applications development and directory systems in order to provide first line support.  The post holder will be required to use complex call problem/management  Software, enquiry and reporting software and also complex desktop management software which allows connection to remote desktop devices in order to identify and rectify faults.  **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. | | |
| 1. **Physical Demands of the Job**   Frequent requirement for sustained concentration and the ability to prioritise tasks.  Requirement for speedy and accurate keyboard skills  I & CT impacts on every area within NHS Scotland and the post holder may be expected to travel extensively across Tayside and in some instances out with NHS Tayside boundaries.  Use of simple hand tools in the provision of component replacement.  Occasional requirement to move IT equipment such as printers , PCs , projectors etc. | | |
| 1. **Decisions and Judgements**   Ability to resolve a range of technical/application problems under their own initiative but may require to refer more highly complex issues to senior specialist technicians  Ability to interpret technical symptoms, recognise trends, and develop standard corrective policies and procedures  Keep up to date with the policies and procedures which have been established for all the various types of faults so that the jobholder can act independently in the provision of first line support  Be able to recognise where faults could become major incidents and initiate any necessary escalation procedures  Track any major outstanding issues with a view to initiating any necessary escalation procedures | | |
| 1. **Most Challenging /Difficult Parts of the Job**   I.T. systems are now recognised as essential tools in the provision of patient care and all individual callers must receive the appropriate attention to ensure a quick and satisfactory outcome to their problem.  Identifying problems where system interactions make identification of the fault difficult to track.  Keeping abreast of all the latest desktop standards, development toolkits, policies and technologies in order to assist technical service delivery teams and provide first line call resolution. | | |
| 1. **Job Description Agreement**  |  |  | | --- | --- | | **Job Holder’s Signature:** | **Date:** | | **Head of Department’s Signature:** | **Date:** | | | |

The job description will need to be signed off using the attached sheet by each post holder to whom the job description applies.