

Delivering care through collaboration

NHS Golden Jubilee

Beardmore Street, Clydebank G81 4HX

Telephone: 0141 951 5000

www.nhsgoldenjubilee.co.uk



Chair: Susan Douglas-Scott CBE

Chief Executive: Gordon James

Recruitment line: 0800 0283 666

Dear Candidate,

POST: Operations Support Analyst

HOURS: 37 hours per week

BAND: 5

SALARY: £31,892 - £39,735 per annum

CLOSING DATE: 4th April 2025

NHS Golden Jubilee welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **three years** of previous employment/training history. If there is insufficient space on the application form to list all of your referees, please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call.

In the meantime, I wish you success with your application and should you require any further information please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'G Swinyard', written over a light blue circular stamp.

Gabriella Swinyard

Senior Recruitment Advisor

NHS Golden Jubilee

General Information for Candidates

- This information package has been compiled to provide prospective candidates with details of the post and background information about NHS Golden Jubilee.
- The contents of this package are as follows:
 - Job Description/Person Specification
 - Terms and Conditions of Service
 - Information on Agenda for Change
- The Equal Opportunities Monitoring form which you will be requested to complete via our electronic application system is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
- NHS Golden Jubilee operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.
- All offers of employment will be subject to the receipt of two years' satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.
- Please submit your completed application through the Jobtrain Recruitment System.
- The shortlisting process will take place shortly after the closing date.
- As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
- We are committed to ensuring our recruitment process is inclusive and accessible to all. If you have a disability or long-term health condition (for example: dyslexia, anxiety, autism, a mobility condition or sensory impairment) and need us to make any adjustments, changes or do anything differently during the recruitment process, please let us know by contacting our recruitment team at the earliest opportunity.

Email us at recruitment@gjnh.scot.nhs.uk

How we can help you

Below are some examples of how we can support potential new employees through the recruitment and interview process:

- Where a post closes earlier than the originally published deadline, granting an extension for application submission up to the normal application deadline.
- Holding interviews specific to individual circumstances, e.g. arranging alternative formats and locations for interview where appropriate – such as via a video call.

- We can offer a named contact person for reasonable adjustments and a dedicated email contact.

If you would like to discuss accessibility adaptations for the recruitment application process and interview we are happy to discuss what support you require.

Please note: requests should be made at the earliest opportunity to ensure tailored support can be provided.

- The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:
 - Valuing dignity and respect
 - A “can do” attitude
 - Leading commitment to quality
 - Understanding our responsibilities
 - Effectively working together

Person Specification

Listed below are the key requirements needed to perform this job, candidates will be assessed against these criteria throughout the selection process. NB – Any criteria in the “Essential” box must apply to all candidates. You must stipulate at which stage of the selection criteria will be assessed, i.e. Application Form (AF) or Selection Process (SP).

Candidates who do not demonstrate in their application that they meet all of the Essential Criteria highlighted as being assessed at AF stage will not be shortlisted so please ensure your application clearly indicates that you meet all of the relevant criteria.

	Essential Criteria		Desirable Criteria	
	Criteria	AF / SP	Criteria	AF / SP
Qualifications	HND in Computer related Science or similar compensatory experience	AF/SP	Additional Professional Training (Industry Standard)	AF/SP
Experience	Proven track record working in 2 nd /3 rd line support within complex environments	AF/SP	NHS/Healthcare environment experience Experience of working under ITSM Framework such as ITIL	AF/SP AF
Skills and Knowledge	People skills Problem solving ability Technical skills Ability to work autonomously Excellent knowledge of Microsoft technologies Ability to adapt and work on various projects/tasks at any given time	SP SP AF AF/SP AF/SP AF/SP	Backup technology experience VDI experience	AF/SP AF/SP
Personal Attributes	Ability to empathise with staff Good communication skills Good team player	SP SP SP	Ability to work under pressure	SP
Other Requirements	Position may require out of hours working	SP	N/A	

Job Description

1. JOB IDENTIFICATION

Job Title: Operations Support Analyst

Department(s): Digital Services

Job Description Reference:

No of Job Holders:

2. JOB PURPOSE

The Post holder works within the Digital Operations Team reporting to the Digital Operations Manager and is expected to provide 2nd\3rd line support in the following areas:

- Microsoft Desktop Operating Systems – Windows 10 and above
- Microsoft Server Operating Systems – Windows Server 2012R2 and above
- Microsoft 365
- Microsoft Exchange inc Exchange Online
- Microsoft Active Directory inc Azure AD
- Microsoft SCCM
- Microsoft WSUS
- Windows/CUPS Print Management
- Backup and Restore

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

The Digital Operations Team are responsible for the support and management of the following IT systems:-

- Office 365 administration and management
- Microsoft Azure administration and management
- Microsoft Exchange Mail management
- Microsoft Wintel Server management
- Red Hat & UNIX Server management
- Microsoft SCCM administration and management
- Thin client technology support and management
- Remote desktop and server management
- Approx 2000 desktop and laptop computers
- Approx 250 servers
- Approx 200 network and standalone printers

The Digital Operations Team supports around 3500 IT users of the above systems.

Day to day management and support of the above diverse IT systems and infrastructure required to facilitate the delivery and availability of clinical and non-clinical based services to users within NHS Golden Jubilee.

5. MAIN DUTIES/RESPONSIBILITIES

- Assist in the creation of application packages and scripts to facilitate deployment of new and existing software within NWTCB
- Assist in the creation of operating system packages to facilitate deployment of new and existing architectures within NWTCB
- Assist with the build/install and upgrade/refresh of Storage Area Network, Fabric, Server & Backup/Recovery Infrastructure
- Assist with the build/install and upgrade/refresh of Virtualized Servers & associated infrastructure
- Assist in the creation of business cases to facilitate/justify new projects and existing infrastructure upgrades
- Assist with the build/install/refresh/maintenance & monitoring of externally hosted services within NWTCB
- Ensure NWTCB estate is protected through deployment of MS WSUS Critical & Security Updates
- Environmental monitoring of Data Centre environments
- Updating and monitoring of IM&T Risk Register
- To provide initial investigation of technical problems related to NWTCB Storage Area Networks, application servers and software within the organisation and to make sure that such problems are handled according to agreed procedures
- To correctly update and record when required, full details of user IT faults and IT/Information Services requests on the IM&T Helpdesk system, updating fully notes of any work done including correspondence or discussions with users
- Provide immediate response to any fault resulting in a loss of service to patient related systems
- Ensure a minimum of unplanned downtime by efficient management of systems

- Adhere to published national IT security guidelines and contribute, when required, to the development of organisation policies on security
- Ensure network is protected through operation of anti-virus software.
- Assist in the testing and evaluation of hardware, operating systems and application software as required
- Provide 'on the job' training, guidance and support to relevant technical staff
- Ensure optimal use of scarce resources and delivery of a quality service to end-users including out of hours support where appropriate

6. SYSTEMS AND EQUIPMENT

The post holder will assist in ensuring the availability of a number of Digital systems and services.

This involves assisting in the installation, upgrade and maintenance of the following major systems used by all grades of medical, nursing, scientific, allied health professionals and administrative staff:-

- Storage Area Networks & Fabric Switching
- Virtualisation
- Backup & Recovery
- Load Balancing & Traffic management
- Azure
- Network Directory Services (Active Directory, DNS, DHCP)
- Active Directory
- Microsoft Office 365
- Exchange
- Wintel, Red Hat & UNIX server
- SCCM Operating System & Application package development
- SQL Server
- Environmental monitoring for Data Centre environments
- RDS/Thin Client/VDI/WaaS
- Network printing
- System monitoring to ensure service availability

All of these systems are interconnected and the post holder will assist in the decision-making processes around the day-to-day service delivery and support of these systems to all users across NHS GJ working to ensure availability to other clinical and non-clinical based applications used to deliver patient care.

Desktop IT Equipment

This equipment includes desktop PCs, portable computers, printers, Tablets, scanners, multimedia equipment and servers.

Data Communications Equipment

This comprises connection provision from end user devices such as computers and printers to the data-communications node and then to the target host system to ensure the device can connect the user to the requested network service successfully.

Specialist software utilities are used as part of the diagnosis process to identify basic faults, which relate to providing this service to the user.

Tools

Day to day maintenance tasks require use of specialised tools. These can be either physical instruments or software diagnostic/resolution utilities such as precision instruments like screw-drivers, mod-tap testers and electrical testing equipment. The various software utilities involved in the post can include remote desktop/server administration, software and patch deployment scripts, hardware and software audit management as well as remote scanning and information gathering tools for fault testing of hardware and the data network. There is also a requirement to be familiar with third party supplier's tools for desktop, server and printer management.

Software – End user business, end user clinical

This consists of end user software, both business and clinical. The NHS GJ Digital strategy is built predominantly around the Microsoft Windows infrastructure which includes all Microsoft Operating systems as well all versions of MS Office and various departmental applications.

Clinical end user software comprises various client based applications which assist in the delivery of patient healthcare across NHS GJ such as PMS Trak, Radiology, Pharmacy, LIMS and Order Comms.

7. DECISIONS AND JUDGEMENTS

- Analyses complex computer related problems and interprets complex data sets relating to Information technology where there are a multiplicity of targets/objectives
- Post holder reports to Digital Operations Manager who will carry out formal review of performance
- Responsibility for the monitoring, maintenance and development of NWTCB storage and server environments
- To mostly work without direct supervision, prioritising workload and scheduling tasks accordingly whilst ensuring that service standards are met and disruptions are kept to a minimum
- Contribute to making judgements on clinical and non-clinical Digital projects by proposing and recommending strategies
- Post holder will formulate and develop work plans for himself/herself, based on his/her own assessment of priorities and those instigated by the Digital Operations Manager
- Execute procedures for support and maintaining configuration standards
- To contribute to the development and support of standards and procedures for the management of routine backups of network computer systems, to monitor their adherence to these standards and procedures and participate in the development and management of a centralised service that reduces the administrative burden on practices
- Maintain access control and anti-virus procedures in accordance with agreed policy
- Maintain and test Standby and Disaster Recovery Plans in conjunction with the Digital Operations Manager
- Ensure a safe working environment and safe work systems
- Contribute to the development of a plan of action for major system faults, advise senior managers of serious or recurring faults
- Make judgement on IT information and associated risks where there is no precedent and where opinions may conflict

8. COMMUNICATIONS AND RELATIONSHIPS

Internal

- Direct reporting on both informal and formal basis to Head of Digital Operations to update on business systems status
- Direct reporting on both informal and formal basis to business users to update on systems performance and availability
- Responsibility for working within a number of business-focused processes such as working with external agencies and user Departments to ensure operational integrity and support of systems to NHS GJ

External

- Liase with hardware and software suppliers and third parties re system support, resolution and maintenance to ensure SLA's and requirements are met

9. PHYSICAL DEMANDS OF THE JOB

Physical Effort

Occasional requirement to lift, unaided, heavy IT equipment throughout the day.
Occasional requirement to travel to numerous NHSS and external supplier sites
The post involves frequent and extended use of keyboards and VDU's.

Mental Effort

Frequent requirement for concentration in fault investigation and resolution.
Constant monitoring and use of equipment/systems to ensure compliance with Digital policies and procedures.

The post holder will be required to input and manipulate data in computer databases.

Emotional Effort

Most aspects of the post are pre-planned but occasionally due to systems failure or prolonged system, fault resolution the post can be stressful.

All aspects of the post are directly related to immediate and long term patient care. Loss of systems availability can result in delayed patient treatment, which can lead to mental and emotional demands on the post holder until issues are resolved.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Ability to communicate successfully on multiple levels with colleagues, users, Senior Management team and other teams within the Department
- Handle priorities and the high expectations of users in a ever changing and demanding area of Digital Operations
- Keep up to date technically with ever changing current and emerging technologies

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

The post holder should be educated to HND level in a computer related science or be able to demonstrate the equivalent level of experience. The post holder must have expertise and extensive technical ability gained through practice/employment in a large-scale commercial or public organisation.

The post holder must have significant experience of working in a Digital role within a health service environment and have an excellent working knowledge of NHS IT Infrastructure guidelines and procedures.

The post holder must have an excellent technical working knowledge in modern Server/PC Operating system platforms, Digital networking infrastructure technology and MS Windows Server and Active Directory Services.

The post requires an individual who can demonstrate the following skills;-

1. Planning and organisation

- Ability to manage workload, prioritise and complete routine and project workloads
- Ability to successfully work on own initiative
- Ability to project manage Digital Operations projects and deliver on time, within budget and meet all agreed user requirements within a high pressure environment
- Proven ability to successfully handle multiple, complex and large scale tasks concurrently

2. Communication

- Proven skills and empathy with staff
- Excellent communication and inter-personal skills
- Excellent negotiation skills
- Excellent customer service orientation

3. Teamwork

- Ability to work effectively in a team with both technical and user colleagues

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/ Line Manager Signature:

Date:

NHS Golden Jubilee Terms and Conditions of Service

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

1. Superannuation

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from to 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers' contribution equates to 13.5% of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

2. Salary

£31,892 - £39,735 per annum

3. Grade

This post is offered at Band 5

4. Annual Leave

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

5. Hours of Duty

37 hours per week

6. Tenure of Employment

This post is offered on a permanent basis

7. Asylum and Immigration Act 1996

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

NHS Golden Jubilee Benefits

NHS Superannuation scheme:

Employees' contributions to the NHS Scheme range from 5.7% to 13.7% of salary (depending on rate of Pensionable Pay) and the employer's contribution currently equates to 20.9% of salary.

New entrants to NHS Golden Jubilee who are aged sixteen but under seventy-five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.7% to 13.7% depending on annual pensionable pay. Benefits include a pension when you retire, death in service benefits of 2 years' pay, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency. This scheme is a qualifying pension scheme, which means it meets or exceeds the government's new standards. All benefits including life insurance and family benefits are explained on the SPPA website <http://www.sppa.gov.uk/>

Annual leave entitlement (including public holidays):

35 days' annual leave on appointment

37 days' annual leave after 5 years

41 days' annual leave after 10 years

Free car parking

Continuing professional development opportunities

Discounts at the Golden Jubilee Conference Hotel

- **Leisure Club membership** – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £25 per month.
- **Discounted Room Rates** - Rooms rates discounted subject to specific conditions
- **Discounted Dining** - 20% off food and beverage when dining in the hotel.
- **Golden Bistro (Hospital Restaurant)** - Discounted food in our award winning hospital restaurant.

NHS Staff Benefits

As a staff member in NHS Golden Jubilee, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit www.nhsstaffbenefits.co.uk - new offers are added on a weekly basis.