 **CAJE SC06 3555**

NHS TAYSIDE

JOB DESCRIPTION

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| 1. **Job Identification** | Job Title  **Systems Support Technician/ Service Desk Team Leader** |
| IM & T Analyst / Technician | Department(s)/Location  **Digital Directorate** |
|  | Number of Job Holders  2 |
| 1. **Job Purpose**   The role and responsibilities of this post are at an operational level and are to provide system support services for systems support, desktop support and / or applications support for a pan NHS Scotland technical service. Examples of technical services would include a range of the following: -  Computer Operations  Database Administration  Desktop support  Hardware/Software Installation  Implementation of end-user applications  Problem management  Service delivery  Network Support  Back up and recovery procedures  User Support  Line management of the Service Desk team  Provide Service Desk, desktop and technical support services to meet  Information & Communications Technology Service Level Agreements.  Provide technical support, advice and services to end user departments so as to enable the department to fulfil its objectives. | | |
| 1. **Organisational Position**   IT Service Desk Team Leader reports to Incident and Problem Manager | | |
| 1. **Scope and Range**   Required to contribute extensively while assisting the Systems Support Specialists in the following: -  Provide appropriate Service Desk, desktop and technical support services to all users who fall within the scope of service level agreements agreed by DIGITAL or department.  Ensure all Service Desk, desktop and technical support services and solutions provided by the department comply with system and security strategies covered in the local Digital Strategy and local and national security policies  Responsible for ensuring that all technical support calls are responded to effectively and efficiently. This involves the investigation and analysis of technical problems, troubleshooting and providing Service Desk services. This will be across a broad range of technical platforms and in a number of NHS Scotland sites. | | |
| 1. **Main Duties/Responsibilities**   **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.  The post holder acts with minimal supervision and is responsible for the day-to-day provision of IT support and advice to end users, as well as the deployment of IT hardware and software.  Maintain call logs to be able to provide performance logs which can be measured against service level agreement terms and conditions.  Responsible for the installation, maintenance and adaptation of computer systems, IT equipment and assisting with the support of the local area network infrastructure within the designated local service delivery area, in line with agreed service level agreements.  Provide Service Desk, desktop and technical support assistance, advice and services to a broad range of users throughout NHS Scotland.  Ensure IT stock levels are checked, and senior staff advised of the stock levels.  Deploy, and maintain efficient, modern, secure and cost-effective desktop support system solutions on behalf of NHS Tayside and in some instances out with NHS Tayside boundaries.  Continually assess new technology and emerging technical standards to ensure that the services delivered meet the requirements of NHS Scotland.  Liaise as appropriate with third party suppliers for dealing with fault diagnosis and fixes.  Ensure all work plans are documented and procedures are in place to cover for service provision during periods of absence of the post holder. | | |
| 1. **Communications and Relationships**   Provide verbal and written reports through immediate line manager identifying all progress in relation to project plans plus communicate any  known problems or issues.  Report through immediate line manager any new issues and or trends that are liable to have an impact on the department meeting its objectives in the future.  Liaise with other NHS Scotland local support and/or development teams obtaining advice and/or providing solutions on complex technical issues.  Obtain and analyse information from both business and clinical end-users relating to complicated or complex technical/system problems and deliver feedback to resolve issues in a non-technical manner.  Discuss requirements, communicate available options, estimate timescales and prepare cost models to meet end-user and end-user department expectations and contribute to building a professional and positive impression of the organisation.  Participate in informal and formal discussions with any other IT professional within NHS Scotland covering complex technical problems and/or solutions.  Liaise with external Service/Product suppliers in order to specify NHS requirement, provide solutions and monitor service level agreements.  Participate in service technical working groups and project teams to encourage and improve best practice within NHS Tayside.  Ensure all NHS Scotland data protection, Caldicott, Freedom of information, IM & T Good Practices Guidance, policies and procedures are followed when accessing or communicating sensitive information.  Provide appropriate training, mentoring and support in your own area of expertise to other members of staff. | | |
| 1. **Knowledge, Training and Experience Required to do the Job**   The post requires qualification to degree level or equivalent knowledge plus previous postgraduate experience in supporting IT systems and / or DIGITAL service delivery experience covering communications networks, application servers and the desktop environment.  Equivalent knowledge would entail demonstrating a proven track record in a number of the following areas: -  Defining digital requirements  Installing and upgrading software  Managing and operating digital systems  Testing digital systems  Diagnosing technical faults in digital systems  Providing technical advice in relation to digital systems  Maintaining the security of digital systems  The post requires good communication and management skills, and ability to assist others.  Must be able to deliver support services in a reliable, dependable manner ensuring customer satisfaction at all times. | | |
| 1. **Systems and Equipment**   Post holder uses a PC as an essential tool of the job and must also have a technical understanding of all forms of digital devices eg laptops, printers etc.  Post holder will be expected to work on with a variety of enterprise IT systems including desktop operating systems, local area network technologies, desktops and other hardware and software.  Post holder is required to update Service Desk calls, which they have been assigned, on the Service Desk system.  Carrying equipment requiring moderate physical effort several times during the day.  **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**   Requirement to replace faulty parts or install new parts to IT equipment.  Carrying equipment requiring moderate physical effort several times during the day.  There is an occasional requirement to work in confined spaces.  I&CT impacts on every area of NHS Scotland and the post holder may be expected to travel extensively across Tayside and in some instances out with NHS Tayside boundaries.  The post holder’s area of responsibility impacts on the provision of essential clinical and business I.T. services which require 24x7x365 or extended availability and the post holder will require to participate in an on-call duty roster subject to agreement. | | |
| 1. **Decisions and Judgements**   Diagnose complex faults with a wide range of causes and support and supervise Service Desk technicians in the diagnostic process.  The post holder is expected to analyse problems and provide a workable solution\fix within a short timescale in order to minimise disruption to the user.  Prioritise workload in line with the demands of end-users and business requirements. | | |
| 1. **Most Challenging /Difficult Parts of the Job**   Have a broad knowledge of the various IT hardware\software platforms that operate across NHS Scotland, keeping abreast of new desktop standards and network technologies.  Post holder must be able to understand and prioritise end-user demands.  Co-ordinate inter-related activities.  Prioritising and managing a multifarious workload.  Post holder need to be able identify and present alternative arrangements / solutions in order to apply temporary fixes to problems and minimise disruption to the end-users. | | |