

## **JOB DESCRIPTION**

### **Job Details:**

<b>Job Title:</b>	Cytology IT Support Worker
<b>Band:</b>	Band 4
<b>Location:</b>	Cotman Centre, Norfolk & Norwich University Hospital
<b>Department:</b>	Cytology
<b>Managerially Accountable to:</b>	Cytology Manager Cellular Pathology IT Lead
<b>Professionally Accountable to:</b>	Clinical Lead for Cytology Consultant BMS/CSPL for NNUH

### **Job Purpose:**

The post holder will be based in the cytology department at the Cotman Centre. IT support for enquiries from the East of England cervical screening service users, maintenance and dealing with enquires relating to the sample taker register and perform data enquiries in line with the needs of the service.

To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate NNUH's 'PRIDE' values of People focused, Respect, Integrity, Dedication and Excellence.

### **Overview of Essential Responsibilities:**

1. To provide data enquiries to support the cytology cervical screening service.
2. Understands the concepts and logic of planning and managing the interaction between two or more computers (or other "intelligent" devices) on a wide area network that provides data and telecommunication services.
3. Understanding of developments in the application of computer operations services and is able to assimilate and interpret advice from specialists - technical or otherwise.
4. Displays a responsible attitude to following procedures, keeping records, and caring for IT equipment.
5. Demonstrates good communication and skills with experience of dealing with

service users, other staff and suppliers.

6. Provides IT support for cytology for LabTrak (LIMS), Business Objects, ICE upgrades, Cyres cervical screening database, and the Intermezzo web-based Sample Taker Register.
7. To support change requests for Trak and assist with calculations against test items in Test set layout.
8. Support the Cellular Pathology IT Lead for report generation for the clinical, financial and quality management requirements of the Cellular Pathology directorate.
9. To liaise with consultant, laboratory and office based colleagues with key IT roles within Cellular Pathology
10. Creates, amends, processes, generates, updates, clarifies and stores information on patient databases for users to access, both within and outside the Trust. Techniques for ensuring that full account is taken of users' real and stated needs in the delivery of products and services.
11. Is familiar with the networking and communications processes.
12. Works towards reduction of waste and use of paper reports by liaising with users and senior staff with the directorate.
13. For all IT requests that cannot be directly resolved, provides an effective interface between the cytology department, users and service providers.
14. Supports Multi-disciplinary Team meetings and video-conferencing by liaising with IT personnel from across the East of England NHS Trusts and service users as required.
15. To keep abreast of developments and recommend areas where an IT solution could benefit cytology processes.

### **Tasks**

1. Ensures that all requests from users for assistance are handled promptly and effectively; is pro-active to ensure that users make effective use of the facilities available to them.
2. Supports the Cellular Pathology IT Lead with ICE patient merges.
3. Supports the Cellular Pathology IT Lead with data quality issues, including regular audits to ensure all cancer reports are electronically transmitted to Cancer Registry.
4. Supports the Cellular Pathology IT Lead with monthly Business Objects (or the defined data extraction system) and/or Excel reports to provide essential,

accurate information to Finance for patient level costing for billing CCGs and workload statistics for Service Level Agreements.

5. Supports the Cellular Pathology IT Lead with monthly Excel reports to provide essential workload information to Spire Hospital.
6. Ensures that all normal housekeeping and other routines are carried out according to agreed schedules.
7. Provides immediate problem solving, such as barcode readers, scanners and printers etc, liaising with suppliers and Procurement as necessary.
8. Follows escalation procedures and that all complaints are responsibly and professionally resolved.
9. Regularly monitors the incidence, status and speed of resolution of enquiries and problems; is pro-active in devising improvements and recommending changes to systems, products or services.
10. Supports the Cellular Pathology IT Lead with information from the system for workload, billing QA, and statutory reports.
11. Supports the Cellular Pathology IT Lead with IT developments and maintain business continuity plans for the Cellular Pathology Directorate.
12. Liaises appropriately with the Trust IT Department and Help Desk to ensure that Trust IT policies are complied with at all times.

### **IT Equipment and Evaluation**

1. Development IT to improve efficiency and support lean working in Cytology.
2. Testing new systems in line with departmental and national requirements
3. Follows and supports development of procedures and working practices for the efficient and effective running of all tasks associated with operating and controlling the installed hardware and software.
4. To provide support for printing problems, both report printers and label printers.
5. To support the document scanner equipment and data file storage processes within the laboratory,
6. Develops a robust business case for the procurement of IT related equipment.
7. Helps support equipment for video-conferencing support and development.

**Specific Additional Responsibilities:**

To actively participate in an Annual Personal Development review (PDR).

<b>Functional Requirements</b>			
Direct face to face patient contact	No	Blood/body fluid exposure	No
Exposure prone procedures (EPP)	No	Prevention and management of aggression	No
Manual handling	Yes	Crouching/stooping or kneeling	Yes
Night working/shift work	No	Frequent hand washing/wearing gloves	No
VDU user	Yes	Chemical sensitisers	No
Driving patients	No	Noise	No
Other (please state)	Choose an item.		

**Job Specification:**

	<b>Essential/ Desirable</b>	<b>Means of Assessment</b>
		<b>Application Form/ Interview/Test/Ref</b>
<b>Qualifications/training and professional development</b>		
HND or Foundation Degree in Computer Sciences or equivalent	E	AF
Recognised informatics qualification	E	AF
<b>Experience</b>		
Some understanding of healthcare systems and marketplace	E	AF/I
Has a working knowledge of the techniques performed within their service.	E	AF/I
IT project planning and management	D	AF/I
<b>Skills, abilities and knowledge</b>		
Effective written and verbal communication skills	E	AF/I
Good understanding of computer networking techniques and their application	E	AF/I
Be able to adapt to the changing exigencies of the service.	E	AF/I

Be committed to the provision of a pro-active patient based service.	E	AF/I
Abreast of current technology developments, standards and their applications	E	AF/I
Experience of working with third party suppliers	E	AF/I
Methodical, precise and numerate.	E	AF/I
Possess good communication and presentation skills.	E	AF/I
Team player	E	AF/I
Develop skills and demonstrate continued professional competence to practice.	E	AF/I
Develop new skills and knowledge appropriate to the service.	E	AF/I
<b>Attitude, aptitude</b>		
Logical, rational thinker	E	I
Investigator and problem solver	E	I
Reliable and trustworthy.	E	I
Quick to learn and comprehend.	E	I
Pro-active with drive and enthusiasm	E	I
Able to work as a team member.	E	I
Self-motivation.	E	I
Ability to show flexibility by performing multiple tasks.	E	I
Effective role model, demonstrating NNUH's PRIDE values of People focussed, Respect, Integrity, Dedication and Excellence	E	AF/I

Reasonable adjustments can be considered to support disabled candidates in respect of the requirements of this role.

For information regarding general terms and conditions of employment please ask your line manager or Human Resources.

This job description indicates currently the main responsibilities of the post. It is not a complete list and may be amended and developed as necessary in consultation with the manager and post holder. We would aim to reach agreement on any changes, but if agreement is not possible, the Trust reserves the right to make changes to this job description.