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Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board

## ANEURIN BEVAN UNIVERSITY HEALTH BOARD JOB DESCRIPTION

### JOB DETAILS:

Job Title	ICT Senior Network & Security Analyst
Pay Band	Band 6
Hours of Work and Nature of Contract	37.5
Division/Directorate	Informatics
Department	ICT
Base	Mamhilad

### ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	ICT Network, Cyber Security & Telecoms Manager
Reports to: Name Line Manager	ICT Networks Team Leader
Professionally Responsible to:	Head of ICT

### OUR VALUES:

Ein GWERTHOEDD yw...				Our VALUES are...			
<p>Pobol yn gyntaf</p>	<p>Cyfrifoldeb personol</p>	<p>Angerdd am welliant</p>	<p>Balchder yn yr hyn a wnaeth</p>	<p>People first</p>	<p>Personal responsibility</p>	<p>Passion for improvement</p>	<p>Pride in what we do</p>
Am fwy o wybodaeth ffoniwch 01633 623801				For more information please contact the Organisational Development Team on 01633 623801			

**Job Summary/Job Purpose:**

Aneurin Bevan University Health Board (ABUHB) has a large and complex ICT service that underpins the delivery of digital health care. ICT supports around 14,000 users and over 200 services across more than 120 sites. The adoption and expectations placed upon digital healthcare are expected to grow substantially over the next 5 years as the health board adopts mobility both in primary and secondary care settings, and an increased reliance on Wi-Fi to realise digital futures through critical clinical applications over Wi-Fi. Security of a broad and complex operational ICT environment is paramount and the role will require the Design/Implementation and Support for Cisco ASA firewalls and Firepower services.

You will be part of the ICT Networks Team, reporting to the ICT Network Services Team Leader. Responsible for taking a senior role within a team of Network Support Analysts and technicians, the post holder will utilise all available resources to ensure fulfilment of the terms and conditions of the service level agreements for ICT Network Services between ICT Services and its customers.

- The post holder will be part of a team that Designs/Implements and supports the ICT Network infrastructure of Aneurin Bevan Health Board including Security and an extensive Wi-Fi estate.
- The post holder will be required to function effectively in a busy, customer focussed and technically challenging environment within ICT Services.
- The post holder will work as part of the ICT Networks Services team within ICT Services, to undertake the technical tasks required in providing a comprehensive Network, Security (Firewalls) and Wi-Fi based hardware/software support service for the Health Board.
- The post holder will demonstrate expert technical knowledge in all matters relating to both the wired and wireless network, an in-depth understanding of supporting infrastructure is also required. The administration and development of these systems will be focused on the security, reliability and usability of the network.
- The post holder will demonstrate extensive knowledge of all matters relating to Wi-Fi security is essential and will require the development and implementation of industry standards and best practices that meet the requirements of the Networks strategy.

As a senior member of staff, the post holder will play a large part in maintaining the professional image of ICT Services. Interaction with Health Board staff at all levels will be of the utmost importance, in particular an excellent working relationship between the post holder and the main customer contacts will be essential.

- Excellent communication of information on workload, adherence to SLA terms, identification of requirements for specialist help, staff issues and other problems arising on a daily basis, is essential.
- Introduction of new systems, tools and services will require strong project management skills, including the use of management software, scheduling of resources, prioritisation of requirements and reporting.
- Excellent organisational, administrative and time management skills will be required throughout.
- You will seek out areas where process can be streamlined and new improved ways of working can be utilised. You will assist or lead, as appropriate to your role, in service improvement activities within ICT Services. You may contribute similarly to the productivity improvement initiatives of others in the Health Board when requested.
- You may be required at times to work outside of standard working hours. You could also be expected to join on an ongoing basis an out of hour's on-call escalation rota.
- Staff may be required to work cross speciality as part of a virtual team within the ICT Operations

area as required by service and ICT Technical Services Manager.

## **DUTIES/RESPONSIBILITIES:**

### **1. Communication & Relationship Skills**

- Develop, maintain and initiate relationships with customers and suppliers, where appropriate provide them with expert advice, guidance and support.
- Communicates complicated, difficult to explain ICT issues to non ICT staff and suppliers.
- Plan, prepare & carry out business & technical presentations to user groups and Informatics staff.
- To attend and provide input to, Service Level Agreement and Operation Service Agreement meetings with members of the ICT Management team and customers. To provide service based metrics for these meetings, evaluate customer feedback and schedule action plans accordingly.
- Analyse and communicate highly complex technical information to ICT and non-ICT staff- This may include but not limited to HLD/LLD WAN/LAN/Wi-Fi and Firewall documentation, IPV4 route summarisation and IPV4 IPAM.
- Maintain linkages with the national programme and other partner organisations such as NHS Wales Informatics Service (NWIS)
- Manage the communication and change process aspects of planned work and resolver group related incidents.
- Represent the Networks Team during engagement with customers, colleagues and third parties.

### **2. Knowledge Training and Experience**

- Extensive specialist knowledge relating to the implementation, maintenance and administration of all aspects of Cisco/Avaya wired and Cisco/Aerohive wireless networking
- Extensive specialist knowledge and expertise of Cisco Firewalls/Firepower services, acquired through vendor training, certification, or proven experience.
- Must be aware of Service Management issues and developments to improve the quality of the IT Services delivered by ICT.
- Must keep knowledge on key relevant technologies up-to-date, and act as an expert reference for these technologies.
- Must be skilled in creation of documentation and understand its importance.
- Specialist knowledge and expertise acquired through degree level or equivalent qualification/experience plus additional specialist knowledge.

### **3. Analytical and Judgmental Skills**

- Identifies issues, risks and requirements in response to requests and incidents.
- Responsible for the creation of technical documentation for new and existing systems in order to provide operational and application specific information to ensure their ongoing maintenance
- Analyses, investigates and resolves complex, technical ICT queries, where there are a number of options and require low level configuration understanding across a multitude of platforms.
- Analyses user requirements which may require design and configuration of software and hardware across a multitude of platforms.

### **4. Planning and Organisational Skills**

- Plan and organise straightforward activities, some ongoing

- Undertakes tasks and activities which may require adjustment due to variable workload; Initiates plans and modifies ICT work programme deliverables e.g. for training packages, new reporting processes, new computer systems.

#### **5. Physical Skills**

- The role will require post holder to be independently mobile between different places of work.
- Advanced Keyboard use.

#### **6. Responsibility for Patient / Client Care**

- Contact with patients is incidental

#### **7. Responsibility for Policy / Service Development**

- Propose policy or service changes, which can impact beyond own area.
- Implements relevant ICT technical policies for own area, proposes changes to ICT user working practices and procedures e.g. when planning for new projects, changes in legislation, new reporting processes, new training programmes impacting across the organisation(s).

#### **8. Responsibility for Financial / Physical Resources**

- Safe use of equipment other than equipment used personally;
- Safe use of technical equipment / Installation and/or repair and maintenance of physical assets
- Responsible for the proper and safe use of ICT equipment by users;
- Responsible for technical IT equipment and software / Installation, repair and maintenance of ICT equipment

#### **9. Responsibility for Human Resources**

- Allocates work related tasks to more junior staff in the section.
- Delivers training in own specialism and related ICT subjects to other staff.

#### **10. Responsibility For Information Resources**

- Regular requirement to develop or create reports, documents, drawings;
- Responsible for maintaining one or more information systems.
- Adapt, design information systems to meet specifications of others.
- Interprets data, creates reports; designs, develops or programs and maintains computer systems;
- Maintains user IT accounts and system rights.

#### **11. Responsibility for Research and Development**

- Test or adapts ICT systems including applications and hardware.

#### **12. Freedom to Act**

- Works to achieve agreed objectives and has freedom to do this in own way, working within broad professional policies.
- Advises without reference to manager.
- Acts as a lead specialist in own area.

#### **Addendum**

This Job Framework is a guide to the duties you will be expected to perform immediately on your appointment. It is not part of your contract of employment and your duties may well be changed from time to time to meet with changes in the Health board's requirements.

As an employee of Aneurin Bevan University Health Board, you are required to completely conform to all relevant policies including Health & Safety, Confidentiality, Dignity at Work and the Fire Policy.

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<p><b>Qualifications and/or Knowledge</b></p>	<p><i>Specialist knowledge and expertise acquired through degree level or equivalent qualification/experience plus additional specialist knowledge.</i></p> <ul style="list-style-type: none"> <li>• Advanced Security knowledge with proven track record of supporting Enterprise Data Centre firewall infrastructure.</li> <li>• Advanced infrastructure design with specialist knowledge of Routing, Switching and Security &amp; Cisco ASA Firewalls with Firepower.</li> <li>• Thorough understanding of all related areas of IT and communications such as TCP/IP, DHCP/IPAM, DNS, proxy servers, web browsers, databases and external gateways.</li> <li>• Technical understanding of network topology and design.</li> <li>• Technical knowledge of data network support.</li> <li>• Technical knowledge of VOIP systems.</li> <li>• Technical knowledge of data networking and associated infrastructure support system for large corporate environments.</li> <li>• An understanding of ITIL and its application across the service lifecycle.</li> </ul>	<ul style="list-style-type: none"> <li>• CCNA (R&amp;S)</li> <li>• CCNA (WIFUND)</li> <li>• CCNA (Security)</li> <li>• CWTS/CWNA/CWNP</li> <li>• ACWA/AWCWP</li> <li>• ITIL V3 Foundation</li> </ul>	<p>Application Form</p> <p>Certificates</p> <p>Interview</p>
<p><b>Experience</b></p>	<p>Extensive previous experience of technical ICT Networks Design, Implementation and Support within a broad and complex Corporate ICT operational environment.</p> <p>Experience of Cisco/Aerohive Wi-Fi systems support in a corporate environment.</p> <p>Experience using: Windows OS.</p> <p>Experience using: Cisco IOS at</p>	<p>In depth understanding of the information and service delivery needs within a healthcare environment.</p> <p>Significant experience of working in a Network infrastructure development and support role.</p> <p>Proven experience in the analysis, design development and project management of Network Infrastructure</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>Enterprise level.</p> <p>Experience of Cisco Prime, Cisco DNA, Cisco ISE, Cisco SDA.</p> <p>Experience of using a major call management / helpdesk application.</p> <p>Experience of project management or technical project management and/or technical elements of major ICT projects.</p> <p>Experience of working in a service management focused environment maintaining service in line with SLA's.</p> <p>Experience in supervising IT.</p> <p>Demonstrated ability to work in a high pressure environment whilst maintaining attainment of operational and project targets.</p>	<p>systems.</p> <p>Proven record in the delivery and support of major IT systems.</p> <p>Understanding of NHS Clinical/ Administrative Information and IT requirements.</p> <p>Experience of large scale new build infrastructure deployments.</p>	
<p><b>Aptitude and Abilities</b></p>	<p>Excellent communication and interpersonal skills, verbal and written and reporting skills.</p> <p>Able to deal effectively with staff, customers, and suppliers at all levels.</p> <p>Good organisational skills.</p> <p>Able to work to project managers internally and externally to the Health Board.</p> <p>Good computing/keyboard skills.</p> <p>Able to work as part of a Team.</p> <p>Able to work under own initiative and prioritise highly technical and highly complex tasks.</p> <p>Able to work under pressure.</p> <p>Self-motivated and enthusiastic with the ability to work unsupervised.</p> <p>Thorough approach to completing tasks.</p> <p>Willing to share information.</p> <p>Willing to develop junior members of team.</p>	<p>A broad range of ICT skills and understanding.</p> <p>Ability to speak Welsh.</p> <p>Advanced knowledge of networking hardware and its operation, in particular but not limited to Avaya/Cisco data networking, and Cisco/Aerohive Wi-Fi.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>Flexible and adaptable approach to work.</p> <p>Proactive outlook in the resolution of customer issues.</p> <p>Analytical approach to tasks.</p>		
<b>Values</b>	<p>Able to describe a future goal or outcome and determine a roadmap to that outcome.</p> <p>Enthusiastic, self-motivated, looks for opportunities to improve services, staff and self.</p> <p>Cares about the service and service continuity and is willing to go the extra mile when necessary.</p> <p>Ability to communicate with all levels of the organisation.</p> <p>Able to meet travel requirements of the role</p> <p>Flexible and adaptable to meet all aspects of the work.</p> <p>Proactive and dedicated to completing tasks.</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>Other</b>	<p>Must be able to travel within geographical area.</p> <p>May be required to work hours flexibly on occasions to meet service needs</p> <p>You may be required to work as part of an on-call escalation.</p>		<p>Application form and interview</p>

## **GENERAL REQUIREMENTS**

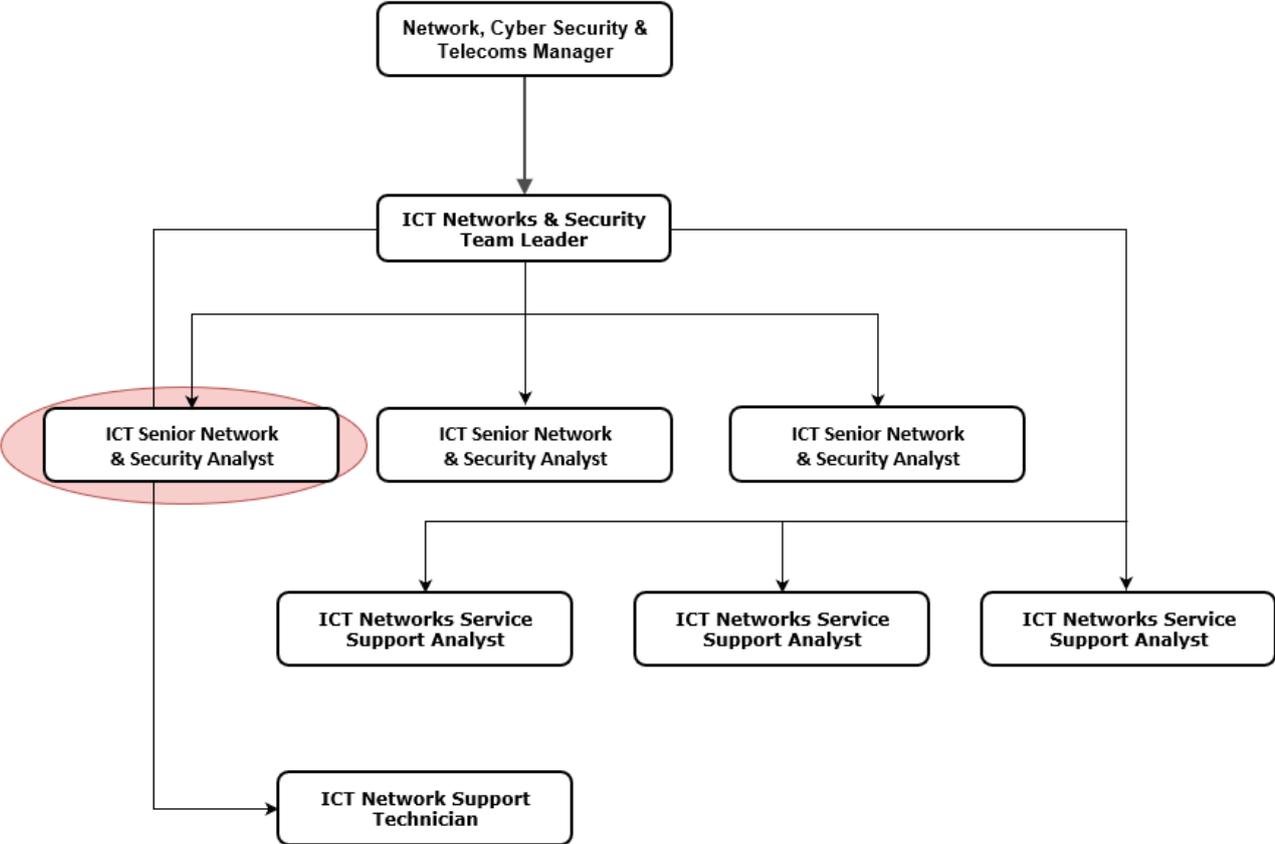
- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.

- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau \*Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. \*Delete as appropriate.  
If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: ICT Senior Network & Security Analyst

Organisational Chart



**Job Title:** ICT Senior Network & Security Analyst

**Supplementary Job Description Information**

**Physical Effort**

<b>Examples of Typical effort(s)</b>	<b>How often per day / week / month</b>	<b>For how long?</b>	<b>Additional Comments</b>
The role requires light physical effort.	Daily	All day	
Regular physical effort to configure/install/decommission Network Hardware including firewalls, switches, wireless LAN controllers and access points.	Weekly	1-3 hours per day	This will vary on a weekly basis and is dependent on current projects and workloads

**Mental Effort**

<b>Examples of Typical effort(s)</b>	<b>How often per day / week / month?</b>	<b>For how long?</b>	<b>Additional Comments</b>
Concentration required when analysing complex information when experiencing interruptions or answering queries from staff, customers, and peers.	Daily	2-3 hours	
Concentration required when creating and checking documentation for accuracy as well as analysing data.	Daily	2-3 hours	
Ability to handle multiple work streams at the same time.	Daily	2-3 hours	

### Emotional Effort

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Rare exposure to emotional circumstances within the work place. E.g. Failure of systems affecting whole health board.	Rarely	1-3 hours	

### Working Conditions

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Office conditions requiring continuous VDU usage on most days.	Daily	All day most days	
Occasional work in core and edge rooms whilst installing or configuring equipment	Weekly	1-2 hours at a time	
Independently mobile between sites of work around within the health board area of operation	Weekly	1-2 hours at a time	