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NHS
The Shrewsbury and
Telford Hospital
NHS Trust

JOB DESCRIPTION

Job Title: Junior Desktop Support Technician

Band: AfC 3 (Subject to Agenda for Change)

Directorate: Digital Services (Shrewsbury and Telford sites)

Department: IT

Location: Shrewsbury and Telford Hospital NHS Trust

Hours of Work: Full time 37.5 / 2 year fixed term
                Participate in an Out of Hours Service Desk Oncall rota

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Organisational Arrangements

Accountable to: End Point Services & Licensing Manager

Responsible to: Head of Service Delivery

Job purpose

To support the IT Support and Endpoint Services team in the delivery of IT equipment including but not exhaustive to keyboards, mice, monitors and other IT peripherals to end users ensuring an efficient service and therefore not impacting upon clinical and business services.

The postholder will also support the team in the imaging of devices including PC's, Laptops and iOS devices to support break fix replacements as well as agreed divisional projects, as well as asset tagging the devices, updating the asset database and the Marvel call logging tool. The postholder will also support issue resolution of application and hardware issues under the guidance of the Desktop Support Team.

The postholder will be responsible for ensuring a systematic and a disciplined approach to problem solving, ensuring that agreed procedures and standards are adhered to and providing a customer centric service. The postholder will participate in the Out of Hours Service Desk Oncall rota

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Main Duties and Responsibilities

Communication and Relationship Skills

- Offering advice to end users and customers on all areas of IT, how to troubleshoot and ensuring Trust standards are met. This will include working as part of a team, in order to share knowledge and work together to increase performance standards.
- To work closely with the all IT teams on user issues and problem resolution and to provide cover when required.
- Communicates IT matters which may be complex or be seen to be complex to non IT staff
- To ensure effective communication within IT teams, the Trust and third parties.
- To actively promote and market IT, including assisting with quality assurance and customer satisfaction surveys.
- Provides and / or receives complex or sensitive information
- To support coverage of the IT Service Desk in the event of significant absence of 1st Line resource, receiving incident and service requests from various routes including telephone, intranet and email

Knowledge, Training and Experience

- To support all SaTH (Shrewsbury & Telford Hospital) staff.
- To improve users' confidence in the use of computer software, being empathetic to a variety of new and experienced learner's needs.
- Help to implement and improve processes and procedures within the team allowing strong service focused deliverables.
- Communicates IT matters which may be seen as complicated to non IT staff
- To support the technical team in the delivery and installation of IT peripherals including keyboards, mice, monitors and other devices including iPhones, iPods, iPads etc…
- Supporting the set up and configuration of iOS devices
- Where required, support and troubleshoot to identify, assess, record, resolve and / or escalate incidents and service requests ensuring they are handled within an agreed time limit, within agreed processes and in a professional and customer sensitive manner.
- Provide support and advice on IT related issues including hardware, software, additional functionality on existing processes
- ECDL Computer Driving Licence or equivalent knowledge
- Knowledge of one or more computer systems i.e. Marvel, KACE, SCCM etc…
- Ensure IT information is processed in accordance with policies and procedures
- To participate in the Out of Hours Service Desk Oncall rota

Analytical and Judgemental Skills

- To analyse information / data and respond appropriately to trends offered from that information
- Able to interpret information performing comparisons on factual data or trend analysis across a spectrum of options and best report on that information
- Able to make choices from options available promoting best the choices made to that of the client / peers

- Support and troubleshoot to identify, assess, record, resolve and / or escalate incidents and service requests ensuring they are handled within an agreed service level agreement
- To have knowledge of one or more systems, hardware and procedures
- To ensure all Service Desk incidents and service requests are prioritised to agreed standards, monitoring completion timescales and reporting timescales and outcomes to Trust staff.
- Use judgement involving facts, where some may require analysis

Planning and Organisational Skills

- To work closely with other IT teams and the to ensure that relevant support documentation is in place to support new system implementations are effective to the organisation's needs.
- To ensure that the set-up and configuration is supportive and inline to the Trust's organisational requirements to support the clinical and business requirements
- You will manage tasks and activities which may require adjustments to priorities in order to satisfy business needs.
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively managed.
- You will need to be able to plan activities and tasks which may require adjustment due to workload
- To work flexibly in order to deliver the Directorate agenda and to offer support to other colleagues including cover in times of absence.

Physical Skills

- Advanced keyboard skills – accuracy very important.
- Ability to manipulate complex data at speed
- Regular VDU use.
- Frequent sitting or standing in restricted positions.
- Inputting and manipulation of data

Responsibility for Patient / Client Care
- Incidental patient contact through support of clinical systems.

Responsibility for Policy / Service Development

- Follows guidelines and may be required to suggest or comment on changes where necessary
- The post holder will be required to work within all IT policies and standards under the guidance of the Desktop Lead / Digital Business Relationship Manager or more senior management, including IT change control and asset management practice for all aspects involving IT equipment and software

Responsibility for Financial and Physical Resources

- Observes duty of care in relation to equipment and resources used.
- Safe use of IT equipment, responsible for expensive IT equipment
- Installation of IT equipment as well as maintenance and repair

Responsibility for Human Resources

- Demonstrates own activities or workplace routines to new or less experienced employees..

Responsibility for Information Resources

- Adopts a best practice approach from the changes made within team IT systems.
- Required to create reports, maintain computer systems including IT asset database, knowledge database etc…
- To document / record all services provided / work undertaken to ensure an accurate record is retained on file.

Responsibility for Research and Development

- To bring forward own ideas for improvements of the services offered by customer services to improve quality / performance standards.
- Creates ad-hoc reports i.e. extraction of the asset database to support device deployment or replacement
- May work on audits as required as part of the job i.e. asset audits across the organisation

Freedom to Act

- To ensure that all actions adhere to current security guidelines.
- Post holder will be supervised by the Endpoint Security Manager, but will need to act independently during day-to-day duties.

Physical, Emotional and Mental Demands of the Post

- To ensure that all actions adhere to current security guidelines.
- Post holder will be supervised by the Endpoint Security Manager, but will need to act independently during day-to-day duties
- Regular requirement to use VDU and other IT applications throughout the working day.
- There will be the occasional need to lift / move IT equipment, such as base units and monitors
- Regular requirement for concentration when inputting data.
- Able to cope with interruptions whilst in periods of concentration.
- To deal with question / queries relating to IT services from Trust staff including end users, line managers etc, over the phone, face to face or by email.

Working Conditions
- Will be working with a computer screen under office conditions throughout a large portion of the day in a busy office.

Systems and Equipment

- To be responsible for creating and maintaining project progress and technical databases across a range of projects.

- To be fully conversant with corporate communication and information technology systems to enable optimum effectiveness in their use.

- To be fully conversant with Informatics department systems.

- To be proficient in the use of a full range of presentation tools including data projectors, laptop computers, overhead projectors as utilised in the delivery of training sessions.

- To be proficient in the design and use of computer generated presentations.

Contacts

Internal
- All levels of staff throughout the Trust

External
- Other local NHS Trust Departments
- Personnel at all levels of the supplier domain or within the National Programme for IT and Connecting for Health.
- Work Experience Students, Guardians and Teachers.

Professional Development

- To take every reasonable opportunity to maintain and improve personal and professional competence.

- To participate in personal objective setting and review, including the creation and achievement of a personal development plan.

General

- To work with guidance from senior members of the IT team, seeking advice and support as required.

- To produce written and verbal reports and information of varying levels of complexity for the IT department and the Trust.

- To be responsible for accurate and timely administration using both written and computerised equipment for all training related activity.

- To be responsible for managing and prioritising own workload and have the ability to respond appropriately to frequent and unpredictable requests for support, advice and guidance.

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Communication

This job description is a summary of the main responsibilities and is not intended to be an exhaustive list of duties or tasks.

It will be subject to an initial review with the postholder within the first 12 months and thereafter from time to time and may be amended to reflect changes in the Performance Management Division.

The Department is predominantly based at Shrewsbury Business Park but the postholder will also be required to work at the Royal Shrewsbury Hospital and Princess Royal Hospital

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Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and

- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

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Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and

- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and

- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and on-going continuing professional development; and

- Challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

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Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security -** Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You

  also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information -** The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management -** You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

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Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and

- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and

- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and

- Participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

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Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented,

  working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:

- You are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.

- You attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

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Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous improvement

- Continuous improvement is a key aspect of daily work to be evidenced by personal commitment to contributing to the implementation of the Transforming Care Production System (TPCS) including the development and use of standard work.
- The Trust commitment to one continuous improvement method TPCS should be reflected in individual's continuing professional development plans (CPD) and all SaTH leaders are required to complete the lean for leaders training.
- As an employee you should be able to demonstrate how you continuously use the TCPS to improve patient care and staff experience supporting the Trust to deliver its organisation strategy

Manager	*Postholder*
Name: ……………………………………..	Name ……………………………………..
Signature: …………………………………	Signature: …………………………………
Date: ……………………………………..	Date: ……………………………………..