NHS
The Shrewsbury and Telford Hospital
NHS Trust

DESKTOP SUPPORT TECHNICIAN

INFORMATION FOR CANDIDATES

Partnering
Ambitious
Caring
Trusted

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.

OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

"To provide excellent care for the communities we serve"

Our Values:

OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

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COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid
- support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job

JOB DESCRIPTION

Job Title	Desktop Support Technician
Band	AfC 5
Directorate	Digital Services
Accountable to	End Point Services Manager and Acting Head of Service Delivery
DBS Required?	No

JOB PURPOSE

The post holder will be a member of the Desktop Support Team providing a customer sensitive and responsive support, fault resolution and advice service, which ensures the maximum availability, performance and utilisation of device management including Desktop PC / Laptop, Wireless Trollies, Digital Dictation devices as well as iOS devices including iPhones, iPods and iPads used by the directorate's customers/ clients. The post holder will be responsible for ensuring a systematic, disciplined and analytical approach to problem solving and ensuring agreed procedures and standards are met. The postholder will undertake incident diagnostics to resolve any technical issues, support project which require the implementation / deployment of devices as well as management of the deployment of Windows security patches to devices as well as iOS version updates in line with the SaTH Digital Security improvement plan. The postholder will also participate in an out of hours on call Desktop Support rota.

Communication & Relationship Skills

To provide a customer centric service to all staff. To deliver a professional, polite and empathetic service, building professional relationships with Digital Service, Business and Clinical staff across SaTH

- To receive information reported by users/clients on complex issues and distribute that information to the appropriate team member understanding the different specialties of each member of the team.
- Provide information to the Desktop Lead on the number of calls being opened and closed on a regular basis such that the level of service can be reported and improved upon.
- To work as a member of a team encouraging knowledge share across that team.
- Provide training in own area of expertise
- To work collaboratively with other teams including the IT Service Desk, Infrastructure /
- Network Team, Systems Admin, Training Team etc…

Knowledge, Training & Experience

- To ensure that your specialist knowledge of hardware and applications being maintained is current.
- To ensure that your knowledge and expertise is backed by Qualification to degree or equivalent level or relevant experience.
- Detailed knowledge of the incident management system (Marvel) used throughout Digital
- Services to manage operational issues.
- Knowledge of a range of IT areas acquired through qualification to degree or equivalent level or relevant experience
- To support a range of Windows operating systems including Windows 10 and 11
- To support the deployment and day to day management diagnostics of Office365
- Build and configuration of Desktop PC's, Laptops and other end point devices including digital dictation devices and iOS devices i.e. iPhones, iPADs, iPODs etc…
- Undertake incident diagnostics to resolve any technical issues, support project which require the implementation / deployment of devices
- Testing and deployment of windows security patches to devices as well as iOS version updates in line with the SaTH Digital Security improvement plan in line with NHSDigital and NHSX
- To support the install of new device across SaTH including the Desktop network patch as part of device installations

Analytical & Judgemental Skills

- To be responsible for analysing hardware and software problems.
- To be responsible for the allocating problems within the team in order to meet the service levels of the team.
- Identifying, analysing and resolving a range of problems e.g., application issues, user issues, data errors.
- Interprets technical or procedure manuals on behalf of non–technical users and provides routine training in normal usage of systems, products and services.
- Deploy desktop security patches in-line with national guidance to ensure that Desktop devices have the latest security patches and that the Desktop Support Team test the patches on test devices before deployment
- Ensure that the IT asset database record is kept up to date and the IT asset database is checked for accuracy at every point of contact with an IT asset

Planning & Organisational Skills

- 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 project managed.
- To organise daily jobs workflow to maximise best use of time
- Follows agreed plans or instructions to install or remove items of hardware and/or software with the agreement of the user/departmental manager

Physical Skills

- Utilises available personal resources complemented by advanced keyboard skills.
- Accurately utilises available personal resources ensuring appropriate software packages are used when performing computer related tasks.
- Inputting and manipulating data and into databases such as the IT asset database
- Carry / install expensive IT equipment

Responsibility for Patient/Client Care

- Communication with Users/Clients in order to clarify the nature of operational issues such that they are better understood and processed effectively within the team.
- Contact with patients is incidental

Responsibility for Policy/Service Development

- You will assist in the successful implementation of policy changes, changes in legislation & new reporting processes within the hardware and applications being maintained.
- Participates in the development, implementation and monitoring of procedures within Desktop Support to ensure a satisfactory level of support available throughout.
- Makes proposals to IT systems, reports and procedures
- Participates in the Desktop Support Team on call rota

Responsibility for Financial and Physical Resources

- Takes responsibility for the expensive IT equipment and software installation and its maintenance.
- Ensures the Trust Asset Register is kept up to date at all times, following Standard Operating procedures. These procedures are published via the Desktop Manager and updated where necessary.
- To organise daily jobs workflow to maximise best use of time and minimise van resources by planning daily jobs in conjunction with colleagues. Ensures physical resources are maintained appropriately.
- Takes responsibility for the security of physical resources held by the role.
- Ensures the role owner and team utilises physical resources inline with the instructions of the resource.
- Installation, repair and maintenance of IT equipment
- Promotes the best use and care of physical resources throughout the Trust.

Responsibility for Human Resources

- Supports day to day coordination of junior staff
- Delivers IT training both within the team and external to the team across the Trust and the local community.

Responsibility for Information Resources

- Ensures all installations/removals are documented in the agreed manner.
- Participates in the audit of hardware and/or software.
- Adopts a best practice approach from the changes made within team systems promoting and training on those changes where appropriate.
- Ensures trust asset registers are maintained.

Responsibility for Research and Development

- Tests hardware and/or software are conducted using supplied test procedures and diagnostic tools. Ensures that results are documented in accordance with agreed procedures.

Freedom to Act

- Works on own initiative to achieve agreed set objectives, referring to their manager when necessary.
- Required to act independently within appropriate guidelines

Physical Effort

- Needs to be able to carry appropriate hardware (projectors, computers, laptops etc).
- Light physical effort for the configuration of the aforementioned hardware items.
- Able to connect hardware to power sockets, LAN sockets.
- Able to move computer equipment in line with the demands of the role.
- Drive Trust vehicles.

Mental Effort

- Periods of concentration required when checking information & answering queries from users/clients and the team.
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively project managed.

Emotional Effort

- Concentration is required for data analysis, inputting of important data into the EPR systems.
- Re-prioritising of your workload, frequent interruptions & high levels of concentration is required.

Working Conditions

- Will be working with a computer screen under field conditions throughout a large portion of the day.
- To provide support to the Trust when the needs of the service arise, e.g. weekend working.
- Drive Trust vehicles.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence.
- To participate in personal objective setting and review, including the creation of a personal development plan.

Standards of Behaviour

- Managers who have responsibility for supervising/managing people must comply with the guidelines that can be found in the “Code of Conduct for NHS Managers”.
- The Principles of “Improving Working Lives” must be upheld at all times.

PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
• Qualification to degree or equivalent level or relevant experience.	• Microsoft Certification in a desktop related product. • ITIL Foundation Certificate

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
• Experience of working on Windows 7 and 10 • Experience of Apple products, iPhones/iPads etc. and their configuration via a Mobile Device Management Tool Experience of working in a large organisation supporting a large estate of end-point devices • Build and configuration of PCs/Laptops and operating systems, including Windows 7 and 10. • Configuration of Office packages • Knowledge and support of Office365 • Knowledge of build and configuration of Apple devices • Test and deploy window security patches for devices • Network patching to support the installation of end-point-devices	• Experience of working within a mission critical IT service. • Familiarity with current computing technologies. Good understanding of NHS working practices and standards. • Experience in supporting a mixed economy/IT environment, incorporating servers, PCs, network, mobile devices equipment and thin client technologies.

SKILLS

ESSENTIAL	DESIRABLE
• Good communication and telephone skills • Excellent customer relation skills. • Proven skill in problem solving and diagnostics through to resolution • Test and deploy window security patches for devices • Network patching to support the installation of end-point-devices	• Basic Project Management skills

OTHER

ESSENTIAL	DESIRABLE
• Able to work under pressure and to deadlines • Multi-task • Attention to detail • Ability to relate to system users and communicate in a non-technical manner. • Plan and manage own daily workload • To participate in the Desktop Support oncall rota	• Logical approach to problem solving

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

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

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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 colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing 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)

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.

- 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

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

- participate in continuous personal development including, 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

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

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

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.

Partnering
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The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital