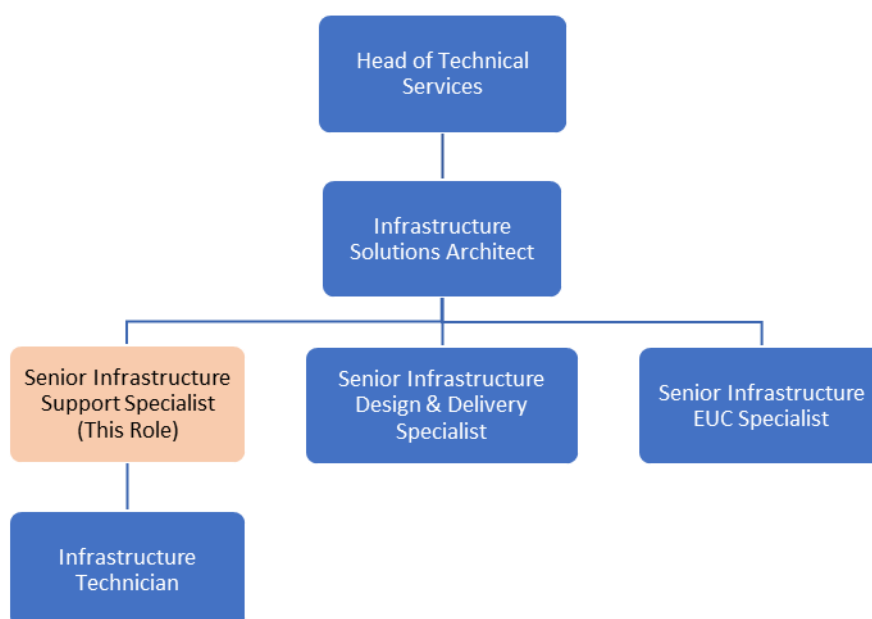


## Job Description

1. Job Details	
<b>Job title:</b>	Senior Infrastructure Support Specialist
<b>Current Job grade:</b>	Band 7
<b>Reports to (Title):</b>	Infrastructure Solutions Architect
<b>CMT:</b>	Finance and Digital
<b>Department/Ward:</b>	Digital Services > Digital Delivery > Technical Services
<b>Location/Site:</b>	All Trusts sites, including remote working.

2. Job Purpose
<p>To lead, manage and develop the Infrastructure team of Engineers and technical support technicians.</p> <p>To manage the delivery of an effective and efficient Infrastructure service, including the support of critical network and server infrastructure required to support our clinical and administrative services.</p> <p>To manage and develop the support relationship between the Trust and community partners including the ICB in all aspects of infrastructure support.</p> <p>To be an involved, interested and active member of the Digital Management Team contributing to the continual improvement, development and management of the Digital Department at United Lincolnshire Hospitals and to all external service users across the health community.</p> <p>To represent the Department and Infrastructure function at Trust, community and regional level in leadership, managerial, technical or project\programme contexts.</p> <p>To demonstrate and promote continual professional/personal development in addition to mandatory core learning.</p> <p>To provide technical and non-technical training to Digital staff and service users.</p> <p>To manage and monitor departmental Health and Safety requirements and compliance, fire safety and relevant risks on the Trust risk register.</p>

### 3. Organisation Chart



### 4. Duties

1. To lead the Infrastructure function through the Technical Services team providing support and maintenance to all aspects of infrastructure, including servers, storage and network environments, which includes highly virtualised data centre server and storage environments and enterprise network and security technologies.
2. To manage and develop the departments system update procedures, ensuring that all infrastructure is updated in line with cyber security requirements.
3. Develop the capabilities, processes and procedures of the Infrastructure team, working closely with the Infrastructure Operations, Design and Delivery and EUC teams during projects and new system implementations.
4. Engage with external service providers, support providers and suppliers regarding ongoing provision of services, new systems and services and issues arising. Strong negotiation skills are required as is an understanding of the complexities of the clinical systems and their implementation, practical, technical and legal/governance.
5. All aspects of staff management including recruitment, rotas, performance management, appraisals, disciplinary and grievance procedures. Provision of Specialised Training to staff in addition to organising General and Technical Training from external providers, ensuring staff have opportunity to develop and pursue continuous professional development.
6. Representing the Section, Department, Directorate and Trust at internal and external, forums, conferences, committees, projects, programmes and meetings and deputising for the Infrastructure Solutions Architect during absence where requested and required.

7. Engage with key stakeholders and teams throughout the business. Act as an escalation point for issues from end users requiring high level investigation, working closely with the Digital 1<sup>st</sup> and 2<sup>nd</sup> Level support teams, providing support and guidance to them.
8. Ensure that appropriate change management processes are developed, used and applied consistently in line with industry best practise.
9. To manage Digital projects and programmes on behalf of the Technical Services Team. To contribute to Trust and organisational projects as an active member of project boards and teams.
10. To actively pursue Continual Professional Development in Leadership, Management and IT system development and support. Making maximum use of all training provisions from internal programmes to regional and national providers. To be prepared to train and instruct staff in areas of leadership and management on internal courses and programmes.
11. Other duties commensurate with the role, responsibility and grade as discussed and directed by line manager and with appropriate training.

## 5. Physical and Mental Skills

### **Communication and relationship skills:**

Highly developed communication skills required. The post will be handling information and material of a highly complexed, sensitive or contentious nature and will require persuasive, motivational, negotiating, training, and empathic or re-assurance skills to communicate that material or explain it to individuals and groups such as Digital project teams whose level of understanding of the material is significantly below that needed. Highly complex in nature due to the information being in relation to technical information, processes, risk and security information.

Negotiation and persuasion skills are required for all aspects of internal and external engagement particularly where there are conflicts of interest, opinion or barriers to understanding. In particular, being able to articulate policies and procedures and negotiate around multiple areas of conflict, such as being able to communicate the need for security and configuration changes that have the potential to cause disruption, there may also be significant resistance to change due to barriers to understanding which will mean the post holder needing to be firm and persuasive in negotiation.

Able to motivate teams and team members, particularly in cross-section engagement, performance and change scenarios where staff may be concerned or under scrutiny. Such situations may become agitated or hostile and will need to be handled in an empathic and sensitive manner and barriers to acceptance overcome providing reassurance and support but maintaining an objective disposition and securing the greatest degree of cooperation.

Able to train at all levels, to departmental staff and end users. Able to present and explain complex concepts and scenarios to individuals, large and small groups. The post will be expected to act as an expert in relation to critical systems.

Where there are matters of a sensitive or confidential nature e.g. health or disciplinary, able to handle these in a sensitive and supportive manner.

**Knowledge, training and experience:**

A wide range of highly developed specialist knowledge, training and experience required to cover specialist technical competencies, leadership skills and management skills.

Degree level qualification or equivalent experience demonstrating considerable specialist development in formal training programmes and practical experience in specialist's fields that can be applied in an enterprise ICT environment. This is likely to include IT Service management and project/programme management principles such as ITIL and PRINCE2, as well as specialist training and experience in enterprise ICT infrastructure management. The post holder is expected to have experience of enterprise server and network environments, both in terms of system architecture, maintenance and development supported by professional qualifications in computing.

Evidence of ongoing personal and professional development particularly in areas of management, leadership and professional learning relevant to the requirements of the post.

**Planning and organisational Skills:**

Plan and organise staff and resources including staffing rotas, short term projects, medium and longer term projects and programmes. Adjusting plans and strategies to account for changes in time scales, urgency and priority. Coordinating the workloads and priorities from several teams which have independent goals and objectives. Planning for complex scenarios where there are competing and changing demands for resources whilst maintaining the core provision of ICT Support Services to the organisation.

Plan longer term structural and service provision strategies based on known trends and demands analysing historical data and projecting ahead to meet demand and requirements. Including discrete resourcing needs from projects and programmes.

Contribute to departmental strategy planning for service provision and resourcing with other members of Digital management teams. Development of Service Level Agreements and Organisational Level Agreements based on known resourcing and demand factors.

**Analytical and judgmental skills:**

Compilation of reports and statistics specifically related to critical infrastructure including network, server and software management systems taking data from an array of different data sources, harmonizing formats where required and producing summary and detailed reports.

Formulate judgements based on complex fact and factors which may be conflicting and from different areas such as technical statistics and governance or security, or being able to provide comprehensive system performance reports based on metrics, demands, circumstantial evidence, trends and expectations.

Make quick judgments and decisions particularly regarding critical system management and policy considering requirements of customers and any implications for patient care. Act as a point of contact and escalation for complex queries and issues. Decisions may need to be taken to protect the Trust from active threats and security risks, these decisions need to be made and taken with a view to legislative as well as Trust policy.

## 6. Responsibilities of the Post Holder

United Lincolnshire Hospitals Trust is committed to safeguarding and promoting the welfare of children, young people and adults, both as service users and visitors to Trust premises. All staff have a responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities and that they are aware of and work within the safeguarding policies of the Trust.

The post holder is expected to treat patients, service users and carers with courtesy, care and compassion at all times, treating each person as an individual by offering a personalised service. Trust staff will adopt behaviours and attitudes which promote, supports and respects privacy and dignity in accordance with the Trust Dignity policies and dignity in care pledges. Staff are expected to challenge poor practice in relation to dignity and treat each other with respect.

United Lincolnshire Hospitals Trust is committed to providing consistently excellent and safe patient-centred care for the people of Lincolnshire, through highly skilled, committed and compassionate staff working together. We do this by putting our patients at the centre of all that we do and providing the best quality care with passion and pride. We have a set of values that inform every action we take and every decision we make. They are the foundation of what United Lincolnshire Hospitals NHS Trust stands for, and encompass a desire in all of us to provide the highest quality of care to patients and each other.

All staff are required to advocate, champion and demonstrate the below values and behaviours

<b>Patient centred</b>	I am fully committed to providing the very highest standards of care to our patients
<b>Safety</b>	I do everything I can to keep my patients and my colleagues safe
	I keep my environment clean and tidy
	I recognise when something is going wrong and I have the courage to do something about it
<b>Compassion</b>	I show a genuine concern for my patients and my colleagues
	I communicate well with others, listening and showing an interest in what they have to say
	I am positive, approachable and friendly
<b>Respect</b>	I treat my patients and my colleagues with dignity and respect
	I work openly and honestly as part of an effective team
	I keep my promises and do what I say I will, when I said I will, or I will provide an explanation if I can't
<b>Excellence</b>	I will always go the extra mile and improve things for my patients and my colleagues
	I am competent to carry out my role and committed to my personal and professional development
	I will share good ideas and best practice and encourage my team members to do so too

**Patient Care:**

Patient contact is incidental and there is no requirement for patient care beyond basic safeguarding knowledge.

**Policy and service development implementation:**

Responsible for policy implementation across the Digital Infrastructure team. Responsible for service development across the Digital Infrastructure team.

This includes the development of procedures, Standard Operation Procedures (SOP), Disaster Recovery and Business Continuity Plans (BCP) and guidelines. Some of which, particularly those regarding system development and maintenance, will affect other areas of Digital and the wider Trust community.

**Financial and physical resources:**

Has delegated budgetary responsibility for the Digital Infrastructure team, along with the responsibility for the renewal of maintenance contracts for the supported infrastructure in use within the organisation under Digital Control. Authorised signatory for overtime payments, travel claims and timesheets for permanent and bank staff. Responsible for the safe operation of critical infrastructure used within the Trust.

**Human Resources:**

Day to day management of the Digital Infrastructure team, this will include aspects of appraisals, absence management, initial stages of disciplinary and grievance, departmental workload allocation, prioritisation and checking.

Responsible for encouraging and delivering training and development for teams and individuals according to needs as identified through departmental priorities, cultural or organisational changes and appraisals (Group and Individual).

**Information Systems:**

Responsible for the management, support and maintenance of all critical infrastructure systems that provide key roles in the operational performance of the organisation including patient care, clinical activity, income generation and risk management. This information and the system it supports contains and transports vast amounts of patient and sensitive data and are critical to the operation of the organisations Digital service. Example infrastructure includes the Storage Area Network (SAN), network core switches, Active Directory, Office 365 and VMware virtual server and desktop environments.

Responsible for the design, development, testing and maintenance of system updates being applied to critical hospital and health community systems.

Production of data and reports to support queries from staff across the organisation from critical IT systems. This includes data needed to support internal and external investigations where necessary. Interpretation of Data where there are inconsistencies or conflicts and production of summary reports incorporating data farmed from several unconnected sources. The accuracy of much of this data is essential to organisation operational requirements as well as legal and compliance requirements in relation to legal enquiries and evidence gathering.

**Research and Development:**

Testing and evaluation of new infrastructure and software, developing knowledge and cascading this within the Infrastructure Support team. Audit reporting from critical infrastructure for purposes such as legal enquiries, counter fraud, cyber security and disciplinary proceedings.

The post holder must constantly develop and improve knowledge around health informatics, infrastructure hardware and software and support methods in order to develop and improve the services provided to the Trust, making recommendations around the most suitable improvements.

**7. Freedom to Act**

The Post holder is managed, not supervised with the post holder determining the best approach to accomplish tasks with full flexibility and discretion. Uses own initiative and discretion regarding workload and objectives. Operating within the broad requirements and stipulations of local, trust and national policies and able to determine how these policies will apply to teams.

**8. Physical, Mental and Emotional Effort Required****Physical Effort:**

A combination of sitting, standing and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

**Mental Effort:**

Frequent, long periods of concentration especially when compiling reports or writing guidelines, processes and policies.

The work pattern can be unpredictable with interruptions from staff and end users requiring advice and guidance regarding ad hoc issues, whether in person, telephone or electronic communications.

**Emotional Effort:**

Exposure to emotional or distressing circumstance as resulting from staff management including disciplinary, capability and performance.

Exposure to irate or frustrated customers or staff members who may be rude or aggressive and act to diffuse the situation accordingly.

Some exposure to IT system failures or faults that have a direct impact on patient care, requiring emotional stability to efficiently resolve issues while under increasing pressure from operational teams.

**9. Outline of Working Conditions**

Required to use VDU for majority of a day, most days. Occasional exposure to unpleasant working conditions such as direct exposure to dirt, dust, smell, noise when working on plant rooms, roof spaces and service subways.

## Person Specification

### Post of Digital Senior Infrastructure Support Specialist

Job Related Criteria	Essential	How Identified	Desirable	How Identified
<b>Qualifications</b> (Academic, Professional & Vocational)	Degree level qualification in an ICT related subject or equivalent experience. ITIL Foundation Qualification or equivalent experience of IT service management. Evidence of ongoing personal and professional development.	Certificates  Application Form	Evidence of professional qualification in leadership and management or experience managing and developing teams. Project Management Qualification e.g. Prince 2 Foundation. Microsoft Certified Professional (MCP) Certification. ITIL Expert or Capability Level qualifications Healthcare leadership qualification.	Certificates  Application Form
<b>Previous Experience</b> (Nature & Level)	Significant specialist knowledge of managing large-scale enterprise ICT infrastructure and critical systems. Experience of effective team working Experience of Cisco and/or VMware and/or Microsoft enterprise infrastructure technology. Experience of complex infrastructure support.  Experience in project management. Experience developing policies and processes.	Application Form and Interview	Experience of working within an NHS ICT Environment Experience of NHS/Government procurement processes.	Application Form and Interview
<b>Evidence of Particular:</b> - Knowledge - Skills - Aptitudes	Ability to evidence/demonstrate key values and behaviours in line with the Trust framework: <ul style="list-style-type: none"> <li>➤ Patient Centred</li> <li>➤ Safety</li> <li>➤ Compassion</li> <li>➤ Respect and</li> <li>➤ Excellence</li> </ul>	Application Form and Interview	Knowledge of Microsoft Office 365.  Knowledge and experience of managing and developing large enterprise networks.  Knowledge and experience of managing and developing large server and desktop virtualisation environments.	Application Form and Interview



	<p>Expert knowledge of server and networking technologies including virtualisation.</p> <p>Expert knowledge of large-scale software infrastructure maintenance and support.</p> <p>Good written and verbal communication skills, interpersonal skills.</p> <p>Good negotiation skills.</p> <p>Good technical awareness with the ability to fault find on highly complex systems.</p>			
<b>Specific Requirements</b>	<p>Confident, self-motivated and enthusiastic</p> <p>Methodical approach to work, logical and numerate</p> <p>Ability to work under pressure and prioritise work</p> <p>Ability to travel to meet the requirements of the role.</p> <p>Flexible approach to work outside normal office hours, when and if the need arises.</p>	Application Form and Interview		

**Job Description Agreement**

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

**Signature**

**Date**

**Job Holder:**

**Line Manager:**