

JOB DESCRIPTION

1. JOB DETAILS

Job Title: IT Helpdesk Team Leader
Reports to: IT Support Manager
Accountable to: Head of IT
Grade: Band 5
Unit/Department: IT Services
Location: All ANHSFT sites

2. JOB PURPOSE

The jobholder will be responsible for the provision of IT Support & Implementation Services to all users of the Trust's ICT infrastructure.

Leading a team of IT Helpdesk Officers, the jobholder will supervise the second line support workload using the Service desk incident management system, investigating and resolving routine and complex hardware and software faults in a timely manner.

Working to tight SLA timescales the jobholder will prioritise incidents depending on the business impact using the ITIL methodology of Service Support.

The jobholder will work closely with the IT Support Manager to maintain, audit and continually evolve the IT Support Knowledge Base.

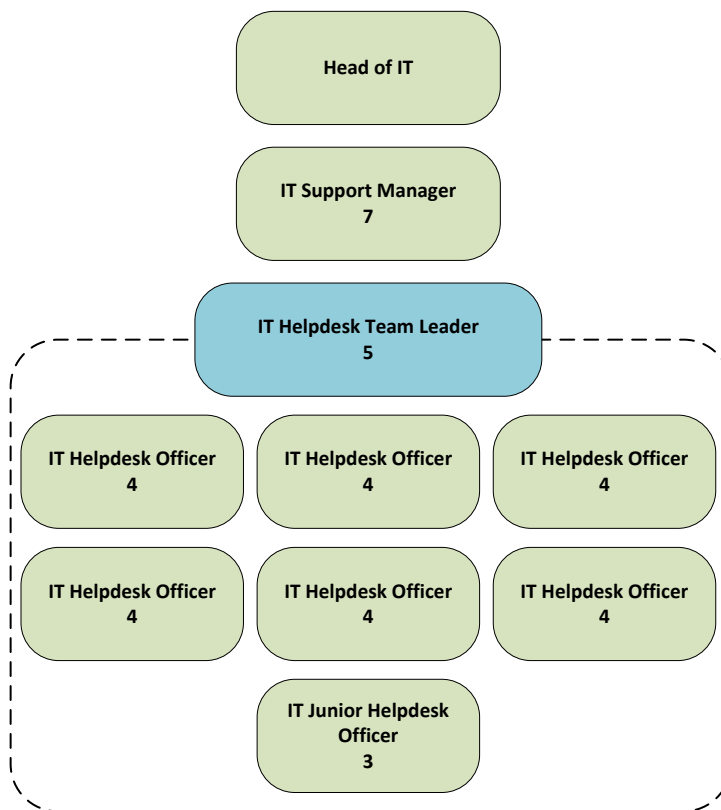
3. JOB DIMENSIONS

IT Support serves all the Trust's 3000+ staff, across all the ANHSFT sites.

The Service Desk will resolve around 75% of all issues at the first point of contact, with the remainder of more complex issues being passed on to the team of Second Line IT Helpdesk Officers

The jobholder will be working Monday to Friday – 37.5 hours per week.

4. ORGANISATIONAL CHART



5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Essential

- Ensure that the Trusts Right Care Values are always followed both as an individual and also by the Team this post holder will be leading
- Ability to Plan and organise a broad range of complex activities with conflicting priorities
- Ability to manage own and Desktop Support Team's workload
- Knowledge of ITIL Service Management, including KPI's, SLA's , OLA's and service support
- In depth knowledge of Microsoft Windows software environments
- High Degree of Customer care and communication skills
- Minimum of 3 years working in an IT support environment
- Ability to create scripted solutions to incidents e.g. imaging, printer and pc install
- Ability to motivate and supervise the IT Helpdesk Officers
- Ability to prioritise workload to close incidents within the SLA timescales.
- Ability to empathise with end users' problems

Desirable

- Experience of working in a Service Desk environment
- Previous NHS Experience

6. PRIMARY DUTIES & AREAS OF RESPONSIBILITY

1. Supervise the IT Helpdesk Officers including workload, annual leave and rota's
2. Manage escalations received through the IT Service Desk, end users and support IT Helpdesk Officers and take ownership until a satisfactory conclusion has been reached.
3. Ensure that IT Kit Deployments are undertaken aligned with Trust KPI's, in accordance with Priority Level/deadlines and also that the organisation Asset Management library is updated in real time
4. To undertake training relevant to the development of the role.
5. To comply with and enforce the policies and procedures of the Trust
6. Write scripts that will be added to the knowledge base that will aid first time resolution
7. Manage conflicting priorities to meet the ICT Support Teams SLA's and KPI's
8. Motivate a team of technical people
9. Provide practical training to IT Helpdesk Officers
10. Review working scripts to ensure they follow ITIL best practice.
11. Share best practice with other Analysts to provide a consistent service to end users
12. Liaise with external third-party suppliers e.g. Dell and HP to order replacement parts
13. Cover IT Support Manager role when required.
14. Support and on occasions lead on IT related projects
15. Document processes and procedures for tasks carried out by the desktop team.
16. Assist in 1st line tasks, including access forms, emails and phone calls
17. Support RA activities, including smartcard roles, reprints and access removal
18. Asset management control, making sure stock controls are in place and updated/audited.
19. Support the organisation proactively in induction's, planning and supporting colleagues.
20. Updating Assets on clinical systems and servers to make sure they are relevant and working.
21. Promote IG and security to all colleagues, making sure it's a focus for the team and it's at the forefront of their thinking.

Health and Safety/Risk Management

The jobholder must comply at all times with Airedale NHS Foundation Trust Health and Safety policies, by following agreed safe working procedures and reporting incidents using the Trust's Risk Incident Reporting System.

Equality and Diversity

The jobholder is required to abide by the Trust's policies and procedures and to actively support the Trust's commitment to equality and diversity in both employment and the delivery of services. All patients, staff and visitors must be treated equitably, with dignity and respect taking into account their race, gender, ethnic origin, age, disability, sexuality etc".

Training and Personal Development – Continuous Professional Development

The jobholder must take responsibility in agreement with his/her line manager for his/her own personal development by ensuring that Continuous Professional Development remains a priority. The jobholder will undertake all mandatory training required for the role.

Patient and Public Involvement

All staff will be expected to comply with S.242 of the NHS Act 2006.

Respect for Patient Confidentiality

The jobholder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

Environment and Sustainability

All employees have a responsibility to promote sustainability and carbon reduction within the Foundation Trust adhering to our Sustainable Development Strategy and therefore ensuring that all our business is conducted in a sustainable manner

Infection Prevention and Control

All employees have a personal responsibility to comply with Trust and departmental Infection Prevention and Control policies to protect their own health, the health of patients, visitors and other employees and to prevent Health care associated infections. This includes a requirement to maintain a safe, clean and tidy work environment and to complete mandatory Infection Prevention and Control training as provided by the Trust

Safeguarding Children and Adults

All employees have a responsibility to safeguard and promote the welfare of children and adults. The postholder will be responsible for ensuring they undertake the appropriate level of training in accordance with the safeguarding policy training strategy and that they are aware of and work within the safeguarding policies of the Trust

7. COMMUNICATION & WORKING RELATIONSHIPS

Internal

The jobholder will be expected to communicate with other members of staff at all levels within the Trust, using a variety of methods such as telephone, email and face to face.

External

The jobholder will be expected to communicate with external suppliers and contractors, as well as colleagues from other NHS organisations using a variety of methods such as telephone, email and face to face.

8. SPECIAL WORKING CONDITIONS

The jobholder will be required (as required) to work between all Trust sites.

Full Driving Licence and access to own vehicle is essential to facilitate external site visits as work requires.

The jobholder may occasionally be required to work out of hours.

The jobholder will be exposed to unpleasant working conditions such as clinical areas where unpleasant smells and noise may be heard.

The jobholder will be required to regularly unpack, lift and move IT equipment around and between sites. This can involve moving items such as PC's & monitors weighing over 20 Kilo's, sometimes without the aid of a trolley due to steps.

