

Job Description

Job Title	Pathology Systems Customer Service Representative
Band	4
Division	Clinical and Scientific Services
Directorate	Laboratory Medicine
Department	DLM Operations
Responsible to:	Pathology Systems Manager
Base:	DLM 1st Floor Cobbett House

Job Purpose

Participate in the provision of an efficient, responsive, effective and customer focused service through the management of a Service Desk as first point of contact and provision of first and second line support for Pathology applications.

Main Duties and Responsibilities

Be the first point of contact within Labs IT for all queries, incidents, problems and requests.

Input and manipulate code table data information into DLM Pathology Systems.

Accurately log Labs IT-related calls for incidents, problems and requests received by telephone, electronically or in person using the Trust's Service Desk system.

Monitor open calls against agreed SLAs (Service Level Agreements) and chase progress with assigned technicians as appropriate.

Manage the user experience and their expectations by keeping them updated on the status of their reported incident.

Agree with the user when a full resolution has been implemented that the call can be closed and to close the call and obtain feedback from users in order to support the department's culture of continuous improvement.

Identify trends in incidents to the Pathology Systems Manager in order that potential problems can be identified and escalated as appropriate.

Liaise with third party suppliers where incidents have been escalated to, obtain feedback of resolution progress in order to keep the user updated on progress.

Use a library of knowledge as reference when supporting service users.

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Action the resolution of incidents, problems and requests in an efficient and professional manner, whilst conforming to Trust and departmental standards, service agreements, policies, procedures and working practices, escalating and seeking further advice and information within Labs IT, when necessary.

Escalate and monitor incidents and requests reported to external agencies, suppliers and contractors ensuring that appropriate minimum data sets are submitted correctly and full communication of call progress is maintained in a timely manner.

Participate in all duties relating to Labs IT Support including (and not limited to) logging of incidents, problems and requests for work; Identification and rectification of hardware, software and network issues; systems/applications; Progressing, resolving, updating and closing of call logs; seeking further advice and information within Informatics, when necessary.

Take ownership of open calls logged on the Service Desk system, liaising with other departments to ensure efficient, effective, timely resolution of calls.

Liaise closely with Users to manage user support incidents, problems and service requests to a satisfactory conclusion, providing full information and advice and investigating complaints in line with departmental policy.

Be responsible for escalated calls in own area.

Use Configuration Management tools and other hardware and software to support the efficient, responsive and effective delivery of the Infrastructure and continuity service

Ensure all software is fully licensed

Assist in the administration of Service Desk applications including the Labs IT Service Desk software and telephony call logging system ensuring that they are maintained to a high standard

Undertake designated operational and data administration tasks for pathology systems in line with Trust policies and procedures

Undertake work in line with operational schedules and work programmes.

Assist in the provision of an appropriate level of application support for all multi-user systems within the DLM. Perform special operational duties under guidance from appropriate personnel.

Act as a point of contact for computer-related advice, particularly pathology application advice.

Provide Health and Safety advice to all customers/users regarding hardware and software in line with national legislation and Trust policy and guidelines.

Dispose of redundant equipment in accordance with legislative, national and Trust policy and procedure

Human Resources:

Assist in the day-to-day co-ordination of work in own area.

Assist in the provision of regular performance reports on progress, status and achievements for

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own area to be used by both Management and Users.

Participate in the development of staff, where appropriate, in line with Appraisals, Investor in People and other associated guidance.

Provide training for staff from own or other disciplines on own subject area, when required.

Participate in an on-call or out-of-hours service, when required.

Financial / Physical Resources:

Assist in the management of financial resources allocated to own areas

Be responsible for the safe use of IT / network hardware and software, including installation, repair and maintenance

Liaise with external agencies, suppliers and contractors in line with agreed contracts.

Participate in the procurement process where relevant, ensuring processes and procedures are followed in a timely and efficient manner and providing assistance for the development of procurement documentation as required.

Liaise with Trust Purchasing and Supplies Consortium and other users advising on IT related aspects of purchasing to ensure that all technical requirements are met, whilst in accordance with Trust Standing Financial Instructions (SFIs) and procurement guidelines.

Project Management:

Assist in assigned projects when required, using NHS Project Management standards, such as Prince2.

Participate in the preparation and completion of associated project management documentation.

Policy / Service Development / Governance:

Act as an ambassador for Labs IT by developing and maintaining excellent working relationships with users across the organisation to deliver a high quality, standard IT culture to achieve local requirements and national targets.

Participate in the development and maintenance of a culture of service provision and continuous improvement for own areas.

Follow policies in own role, with a requirement to comment and implement policies and propose changes to practices and procedures for own area.

Assist in ensuring that Informatics services delivered within the Trust reflect best practice with respect to organisational, NHS and legislative requirements and guidelines including IT Infrastructure Library (ITIL), Data Protection Act (1998), Information Standards, Information Security and compliance with NHS Information Governance.

Participate in Information Governance and security as required to ensure appropriate governance and security in own area.

Participate in quality management system, assisting in audits designed to improve IT systems and

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services.

Follow change management policies and procedures in own area.

Ensure all documentation relating to own area is complete and fit for purpose and all releases relating to hardware, software and documentation is controlled.

Participate in risk management and service continuity for own area and assist in the Informatics service continuity planning.

Assist in Root Cause Analysis (RCA) for allocated incidents and problems

General:

Undertake aspects of DLM Services, as part of a fall-back service when required, as appropriate.

Comply with all legal, regulatory and Trust requirements including policies, standing financial instructions, standing orders and procedures.

Perform duties at all locations where Trust staff are based, including locations not owned by the Trust and other locations determined by the duties of the post.

Travel to off-site venues, as required to attend courses, conferences as designated.

Undertake other duties as required as designated by line manager or other senior Informatics Managers

General Information:

a) Health & Safety at Work:

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardise the health and safety of either yourself or of anybody else. The Trust's Health and Safety Policies outline your responsibilities regarding Health and Safety at Work.

The successful candidate must not wilfully endanger him/herself or others while at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where provided.

ALL accidents must be reported to your Senior Officer and you are asked to participate in accident prevention by reporting potential hazards.

b) Security

The successful candidate has a responsibility to ensure the preservation of NHS property and resources.

c) Confidentiality and Use of Information

To ensure, as far as is reasonably possible, that access to information is restricted to users who are known to have right of access to that information.

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To ensure that the requirements and principles of the data protection act are adhered to.

d) Equal Opportunities

Central Manchester University Hospitals NHS Foundation Trust encourages Equal Opportunities and operates an Equal Opportunities Policy. All individuals regardless of race, ethnicity, nationality, gender or disability are encouraged to apply for all advertised posts.

e) Smoking Control Policy

Staff are prohibited from smoking on Trust premises in line with the Trust Smoking Control Policy. Persistent contravention of this policy may be viewed as a disciplinary matter.

f) Infection Control

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust Infection Control manual

The Trust operates a system of Team Briefing, which is based on the principle that people will be more committed to their work if they fully understand the reasons behind what is happening in their organisation, and how it is performing.

It is expected that all employees will attend the monthly briefing sessions.

This job description is not intended to be a complete list of duties and is subject to review as the work of the Department develops and resources change. An ability to adapt to new circumstances will be essential.