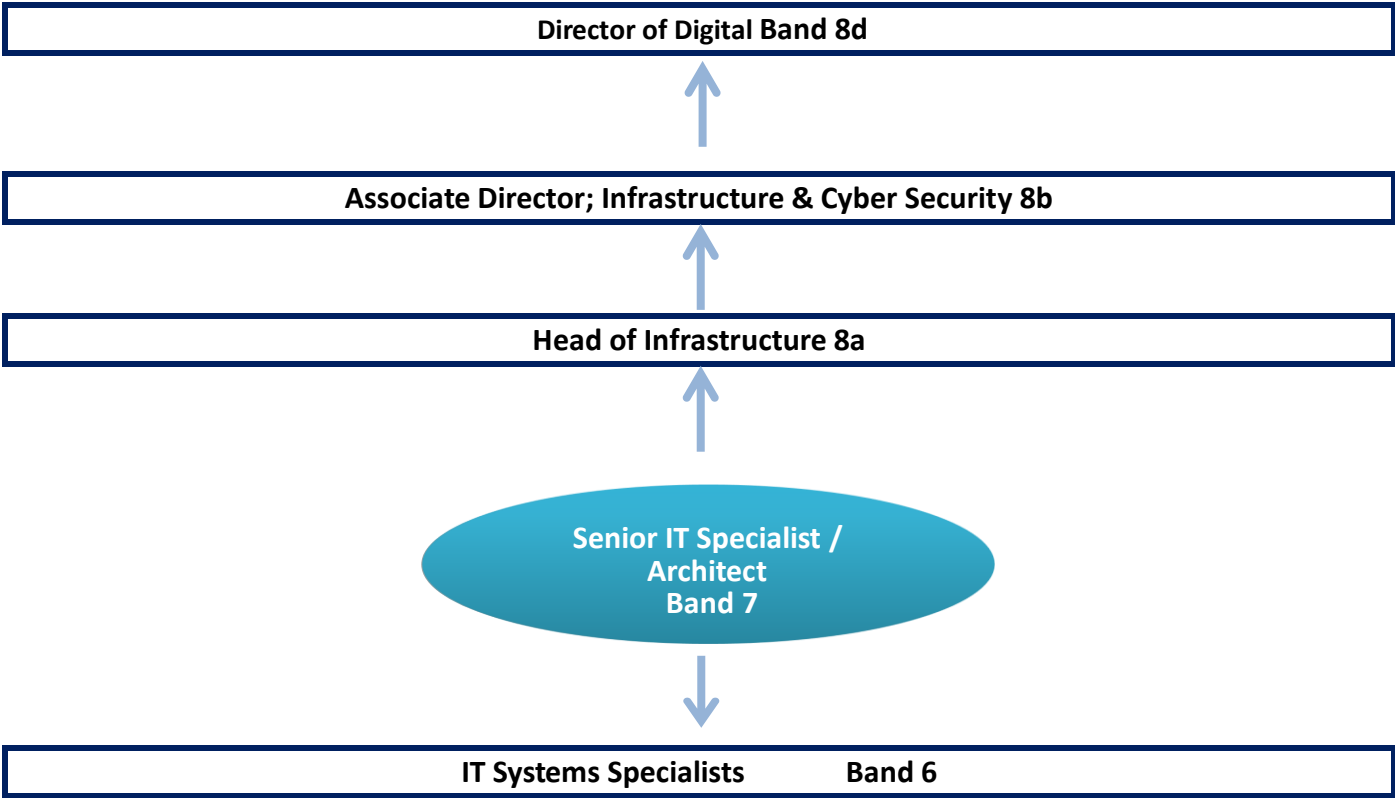




Welcome to the Countess of Chester

Senior IT System Specialist / Architect



Your Opportunity

The post holder has responsibility for the management, maintenance, support, development & performance and security of the server and storage infrastructure.

Maintaining and planning the technical infrastructure of the Trust's server & storage environment to meet current and future needs.

The post holder also has primary responsibility for server & storage configuration and security meeting local and national guidelines.

The list below is to outline the main duties involved; however, this is subject to change and will vary within the given role. We ask all employees to be flexible in their role, to always ensure we are delivering Safe, Kind and Effective care.

Infrastructure Management Responsibilities

1. Responsible for the day to day management and aspects of personal development for the Infrastructure Support Team
2. Manage the resolution of highly complex IT Infrastructure systems issues quickly and efficiently to ensure the 24/7 availability and performance.
3. To oversee the prioritisation & resolution of complex issues, ensuring that they are managed and delivered within agreed SLA's.

Technical & System Monitoring Responsibilities

1. Responsible for all the IT server & storage Infrastructure for the Trust.
2. Responsible for the design, development, implementation, and maintenance of all server & storage integrated solutions throughout the Trust
3. Proactively monitor and manage the Trusts; server and storage to highlight trends and resolve user/network/security issues
4. Production of technical plans and papers as required.
5. To provide expert advice and support to other team members, and other Informatics staff as well as customers and third-party organisations as required.
6. Responsible for the installation and configuration of any and all systems within the specific area of responsibility, ensuring that all additions and changes are documented and that support and monitoring systems are adjusted accordingly. To carry out the installation and documentation process personally, with others or as a delegated task to another member of the team.

General Management Responsibilities

1. In the absence of the Head of Infrastructure co-ordinate the activities of the Senior IT Technical team.
2. Attend relevant senior management meetings within the Trust.
3. Working as part of a resource matrix, with other staff from other areas of CoCH and third parties to ensure the successful completion of assigned projects.
4. Line managers have a responsibility to check in regularly with staff and recognise stress symptoms, know how to access support and promote the health and wellbeing of their staff.
5. All employees of the Trust have the responsibility to comply with the Trusts Infection Prevention and Control policies and procedures at all times. Strict adherence to effective hand hygiene is essential.

Person Specification

Qualification	Essential	Desirable
	<p>Educated to degree level in an Informatics related subject or equivalent experience.</p> <p>Microsoft Certified Systems Engineer (MCSE)</p> <p>Significant & extensive experience in field of work.</p>	

<p>Knowledge and Experience</p>	<p>Specialised knowledge and expertise across a range of IT server infrastructure areas, including:- Active Directory, DNS & DHCP, Certificates, Security (AV and GPO), Backup & Restore applications and methodologies.</p> <p>Specialised knowledge and expertise in SAN technologies and virtualisation</p> <p>Advanced skills in Microsoft Office applications</p> <p>In-depth Knowledge of Service Delivery and Infrastructure Systems technologies.</p> <p>Project Management experience through the full life-cycle of major IT Projects.</p>	<p>Thorough understanding of Information Security Threats and Countermeasures.</p> <p>Experience of interpreting legal / national guidance and requirements and implementing appropriate processes / procedures to conform with these.</p>
	<p>Significant experience within similar role ideally within the NHS or other public sector.</p> <p>Experience of investigating and analysing complex technical problems and recommending appropriate and effective solutions.</p>	

Skills and Abilities

Advanced skills in the use of Storage Area Networks (SANs), Virtualisation and core Microsoft products, supported by significant practical experience, (including the consultation, design and build of systems).

Able to work flexible hours. Participate in on call rota

Motivated with a 'can do' attitude and ability to work under pressure within tight deadlines

Ability to act as an expert in the IT Service Delivery on behalf of the Trust, able to assess and interpret complicated and conflicting issues which may require a high level of negotiation and communication skills to cope with highly complex & conflicting situations

Ability to digest complex policies, documents, business cases, information and convey the key elements in a readily understandable fashion at all levels.

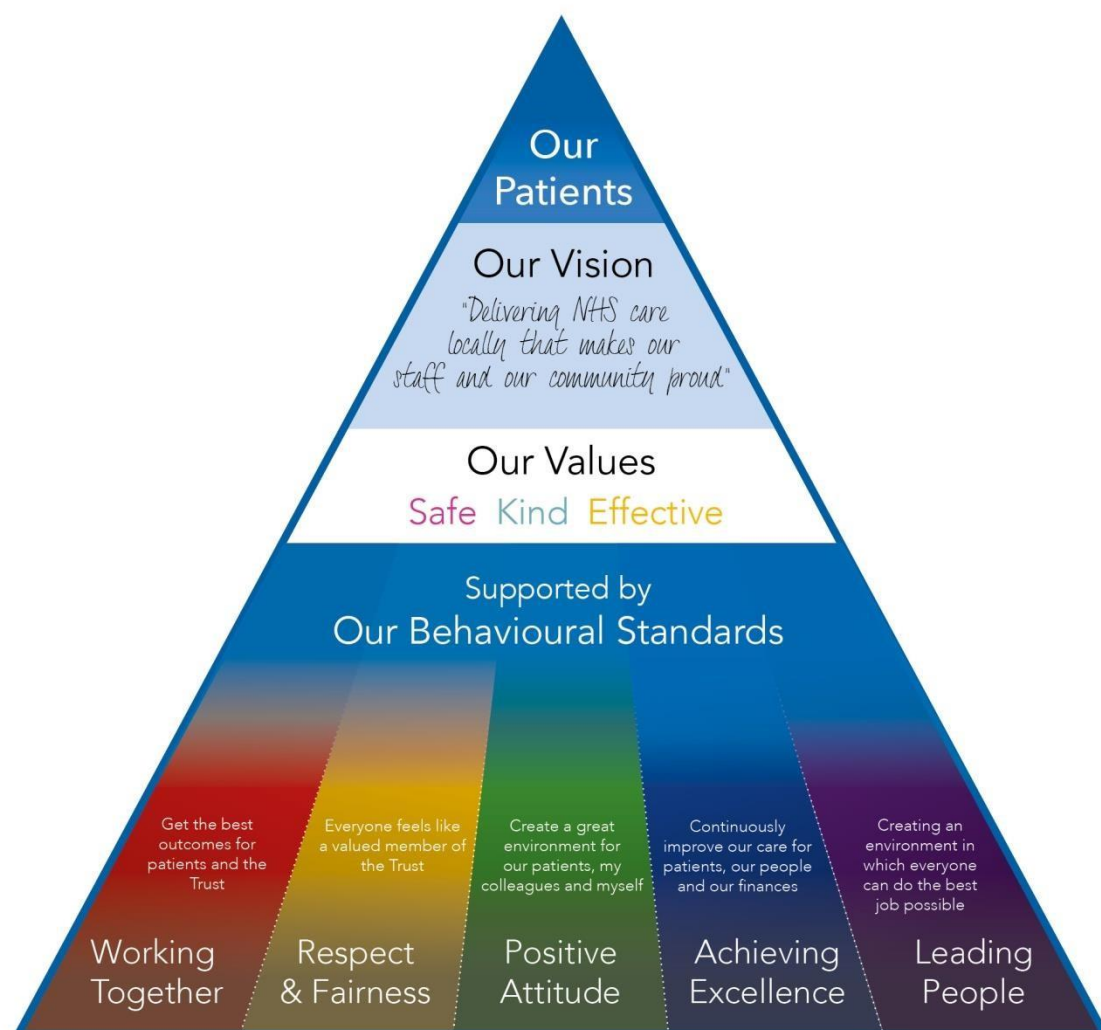
Evidence of continued professional development

Expert skills in managing, developing and supporting complex multi-stranded clinical IT systems.

Our Culture



safe kind effective



***Safeguarding:** You have a responsibility to respond to any Safeguarding Children or Adult concerns that you encounter in your everyday duties. You must report any concerns as appropriate to your immediate & the relevant Safeguarding Lead within the Trust