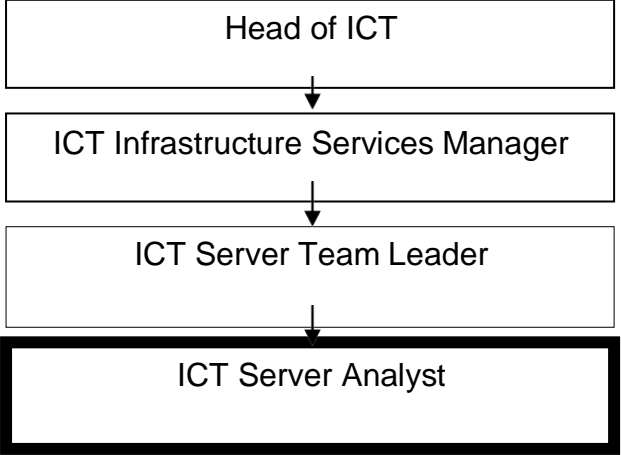


Job Description	
<b>Job Title</b>	ICT Server Analyst
<b>Band</b>	Agenda for change band 6
<b>Department/Service</b>	IT&S \ ICT \ ICT Infrastructure Team
<b>Organisational Relationships:</b>	
<b>Responsible to</b>	ICT Infrastructure Services Manager
<b>Accountable to</b>	ICT Server Team Leader
<b>Responsible for</b>	N/A
<b>Organisational Chart:</b>	
 <pre> graph TD     A[Head of ICT] --&gt; B[ICT Infrastructure Services Manager]     B --&gt; C[ICT Server Team Leader]     C --&gt; D[ICT Server Analyst]     style D stroke-width:4px           </pre>	
<b>Job Summary / Role:</b>	
<ul style="list-style-type: none"> <li>• To maintain all systems in a state where the business processes of the trust can be guaranteed. Ensure that planned and unplanned interruptions to these services and systems are dealt with efficiently and satisfactorily.</li> <li>• To maintain the strategic operational support for the trust's systems situated in the computer rooms at University Hospital of North Tees (UHNT), University Hospital of Hartlepool (UHH) and peripheral locations.</li> <li>• To document administration tasks and develop these into successful strategies for the management of these systems.</li> <li>• To be the point of contact in ICT with regards to all ICT system infrastructure</li> </ul>	

and core specialist software applications based in the computer rooms at UHNT and UHH.

- To provide specialist advice across a range of ICT systems, investigate a range of specialist and complex issues.
- To manage or lead on ICT projects involving implementation and design associated with operational support.
- To document administration procedures and policies for all ICT systems across all trust sites.
- Contribute to maintaining SLA's and queues within the Service desk system, managing their own queues and ensuring calls are escalated in a timely manner

#### **Key Relationships:**

- The post holder will have the ability to liaise with all levels of trust staff to ensure a customer focused service.
- Liaise with external suppliers of hardware and software on a regular basis.
- Liaise with external suppliers regarding system upgrades and logging of system fault calls.
- The ability to communicate complex and technical information to all levels of trust staff on a daily basis
- To communicate complex information on system faults, status and conditions to staff of varying technical ability, contractors and other outside agencies.
- Work closely with all members of the ICT teams to ensure a seamless service is provided to customers.
- To assist ICT colleagues in the implementation of system upgrades as and when required.
- To liaise with national suppliers in the correction of faults and the implementation of software and hardware updates and system upgrades.
- To provide a customer focused service at all times.

## Core Functions:

- Primary focus is to maintain, configure and build both hardware and software elements of the Trust's main server estate whether physical or virtual, ensuring unscheduled downtime is kept to a minimum.
- This includes all of the Trust's storage areas whether supporting block or file level storage systems. Keeping all documentation and paperwork up to date ensuring appropriate IG and Audit recommendations are met. To maintain and manage all software that is used to manage or monitor the server hardware / software.
- To be responsible for the Trust's Active Directory environment with particular focus on group policy management
- To guarantee system availability and ensure that the Trust's business processes can be achieved.
- To use SMS support tools to provide quick and efficient remote fixes for users where ever possible.
- To carry out proactive monitoring and trouble shoot systems using network analysers, probes and any other available monitoring tools.
- To assist colleagues in the Operational function for all systems housed in the Trust computer rooms. These systems include but are not limited to; TrakCare, ICE, Web Ice, Omnilab, Philips Vue, Horizon (Cardiology), Pharmacy, Ensemble, VMWARE (ESXI and |Horizon), Citrix, Active Directory, Avimar and trust file shares.
- Plan and schedule work in order to deliver tasks required within the project plan to timescale.
- Investigate problems/issues/bugs reported against all supported systems within the ICT function. Where possible provide a solution or contact relevant suppliers to assist in fault resolution.

## Administrative Responsibilities

When required carry out daily systems administrative tasks for all systems, including successful completion of data backups, storage of same, device control users access, maintenance, solving user problems which fall under the service. These system include but are not limited to; TrakCare, ICE, Web Ice, Omnilab, Philips Vue, Horizon (Cardiology), Pharmacy, Ensemble, VMWARE (ESXI and

	<p> Horizon), Citrix, Active Directory, Avimar and trust file shares.</p> <p>To be responsible for the day to day running of all systems and assist colleagues in the rectifying of problems associated with those systems.</p> <p>To develop systems and exploit functionality which can enhance business processes throughout the trust.</p> <p>To be a point of contact for NHS mail, this includes updating the directory and acting as LOA for the organisation.</p> <p>Monitor and maintain the integration of data through the interfacing setup between trust systems. Ensure data confidentiality and integrity at all times.</p> <p>To respond to escalated support issues for users and help with ICT related problems, advise on system usage, correction of faults and enquiries for ICT assistance through liaison with the ICT Service Desk.</p> <p>The post holder will have access to sensitive and highly confidential information when working on the computer systems. They will be expected to protect the information and maintain confidentiality whilst working on these systems at all times.</p> <p>Work with all staff groups to collate and translate complex and varied information from manual or existing computer systems into electronic processes for replacement systems.</p> <p>The use of system monitoring tools in relation to system usage, connectivity, performance trends and disc capacity.</p> <p>To provide up to date, accurate and working documentation for all systems looked after by the Operations team.</p> <p>Provide input into the business continuity plan for the ICT department at UHNT and UHH.</p>
<b>Clinical Responsibilities</b>	<p>Patient contact is incidental</p> <p>To liaise with clinical staff to ascertain ICT requirements.</p> <p>There is no clinical responsibility with this post.</p>

<b>Management and Leadership Responsibilities</b>	<p>The post holder will be required to demonstrate at times, their working role and practices to other members of the team or to new or inexperienced staff.</p> <p>The post holder is required to take a lead on various issues relevant to their specialism and be the point of contact.</p> <p>Training colleagues on new software changes and technologies is required at times as part of this role.</p> <p>To participate in all team meetings and briefings.</p> <p>To maintain the trusts knowledge of current ICT systems, technologies, hardware and software.</p> <p>To work to agreed objectives, timescales and prioritise workload without reference to their Manager and act as a lead in their specialist area.</p> <p>Take an active part in own Staff Development Review and identify their personal training needs.</p> <p>To attend all mandatory internal training as and when required.</p>
<b>Policy and Service Development</b>	<p>To be responsible for the planning and co-ordination of major system implementations and upgrades in line with national and regional programmes and resolve any conflicts that may arise. This may require co-ordination with other specialist areas.</p> <p>To be responsible for the planning, reviewing and upgrading of major ICT systems as defined by user requirements. These include but not exclusive to; SQL (all versions), Ensemble, Active Directory, VMWare (all versions) and all other core trust server based systems.</p> <p>To be responsible for the designing, implementation and on going support of all trust storage solutions – ISILON, VNX, Unity and Powerstore technologies.</p> <p>To ensure that the trusts ICT systems change control process is adhered to for any system changes without compromising system performance, availability and integrity.</p> <p>To develop and maintain all policies, procedures and</p>

	<p>protocols with regards to administration of the applications. This includes taking an active role in relevant work groups.</p> <p>To develop and maintain any relevant system administration documentation with regards to systems housed in the ICT computer rooms at UHNT and UHH hospital.</p> <p>To ensure that all faults and upgrades are fully documented.</p> <p>Lead business change and process re-design activities to understand functionality provision, identification of gaps in meeting user requirements and subsequent changes required to working practices.</p> <p>Advise on system configuration on depending on choice of business process taking in to account system security levels.</p> <p>Ensure that all team processes are followed efficiently and effectively.</p> <p>Produce concise, up to date and accurate documentation, procedures, policies and reports to a set standard.</p> <p>Adhere to and maintain the policies and procedures of both the ICT department and wider ICT team.</p> <p>Adhere to and maintain all policies and procedures of the computer rooms and those governing outlying systems.</p> <p>To work within the provisions of the current Data protection Act and guidelines and any other system security policies.</p>
<b>Research and Audit Responsibilities</b>	<p>Research will be limited to changes to clinical systems.</p> <p>Responsible for the R&amp;D of new equipment and software and to assess the impact on the trust.</p>
<b>Managing Resources Responsibilities</b>	<p>To maintain and support the Trust's ICT operational support function which covers 2 hospital sites, 4 computer rooms, 500 servers, 80 data cabinets, 2500 phones, 1200 mobiles, 5100 Laptops/PC's, 670 Printers, 681 applications and approximately 5,400 users</p> <p>The ICT support service must ensure a maximum availability</p>

	<p>of all ICT technology to the whole organisation 24/7 x 365.</p> <p>To maintain a healthy, safe and secure working environment through appropriate use of information technology.</p> <p>To participate in the 24/7 on-call service for operational systems, peripherals and networking. This will include system upgrades and implementations as and when required.</p> <p>Work with other members of the ICT teams to ensure that customer SLA's are met.</p> <p>Respond to escalated faults and technical issues, requests and enquiries within the trust systems using the ServiceDesk fault logging system.</p> <p>To ensure the security of the computer rooms and systems, also the safe transport and storage of data media in a safe and secure environment that protects the Trusts data for the business needs it supports.</p>
<b>Education and Training</b>	<p>To work with colleagues on new projects and implementations and provide training to staff as required.</p> <p>Ensure that any training takes into account the changes to working practices.</p> <p>Train colleagues on new and complicated ICT systems.</p>
<b>The job description is not exhaustive. The job description and duties may be subject to future review as the needs of the service change.</b>	

<b>PERSON SPECIFICATION</b>		
<b>JOB TITLE: ICT Server Analyst</b>		
<b>KNOWLEDGE &amp; SKILLS</b>		
<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<p>Substantial years' experience in computing.</p> <p>Extensive working experience administrating a large multi domain organisation across multiple sites.</p> <p>Proven expert knowledge of various ICT systems, software and applications including, VM Ware, Active Directory, Microsoft windows operating systems and SQL.</p> <p>Working knowledge of Dell / EMC storage and Server hardware.</p> <p>Working knowledge of enterprise backup solutions</p> <p>Working knowledge of clustering technologies.</p> <p>Excellent working knowledge of databases and system configuration.</p>	<p>Knowledge of Unix / Linux, share point, Ensemble and interfacing.</p> <p>Knowledge of the current Data Protection Act and Access to Health Records Act.</p> <p>Knowledge of SCOM, SCCM, Isilon, VNX, Unity and Powerstore,</p> <p>Knowledge of Avamar in relation to backup and restore.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>QUALIFICATIONS &amp; TRAINING</b>		
<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<p>Educated to degree level in a suitable or appropriate professional qualification or substantial working experience in a related environment.</p>	<p>Microsoft certified systems engineer certification (MCSE)</p>	<p>Application Form</p> <p>Interview</p>



<b>EXPERIENCE</b>		
<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<p>The ability to produce concise, complex and technical documentation, policies and procedures.</p> <p>Self-motivated, patient, enthusiastic and reliable.</p>	<p>Awareness of National Health Service Data standards and statutory information requirements.</p> <p>Knowledge of system security issues and policies.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>PERSONAL ATTRIBUTES</b>		
<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<p>Analytical thinking</p> <p>Ability to learn new software and system changes</p> <p>Ability to investigate, analyse and diagnose complex information and identify system information problems.</p> <p>Excellent written, keyboard, verbal communication and interpersonal skills.</p> <p>Ability to work without supervision and make informed decisions on his/her own initiative and cope under pressure.</p> <p>Ability to work to a high standard of data quality.</p> <p>Excellent proven problem solving and fault finding skills.</p> <p>Ability to work in high pressure situations and to changing priorities.</p> <p>Ability to work on own initiative, prioritise workload and still participate as part of a cross functional team.</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>



## APPENDIX 1

### General Requirements:

#### 1. Communications and Working Relations

The post-holder must treat colleagues in a manner that conveys respect for the abilities of each other and a willingness to work as a team.

#### 2. Policies and Procedures

All duties and responsibilities must be undertaken in compliance with the Trust's Policies and Procedures.

#### 3. Health and Safety

The post-holder must be aware of the responsibilities placed upon themselves under the Health & Safety at Work Act (1974), subsequent legislation and Trust Policies; to maintain safe working practice and safe working environments for themselves, colleagues and service users.

#### 4. No Smoking

All Health Service premises are considered as non-smoking zones; the post-holder must familiarise themselves with the Trust's Smoke free Policy (G35)

#### 5. Confidentiality

All personnel working for, on behalf of or within the NHS are bound by a legal duty of confidentiality (Common Law Duty of Confidentiality). The post-holder must not disclose either during or after the termination of their contract, any information of a confidential nature relating to the Trust, its staff, its patients or third party, which may have been obtained in the course of their employment.

#### 6. Equal Opportunities

The Trust believes that equality of opportunity and diversity is vital to its success and an essential prerequisite to the achievement of its goals in delivering seamless, high quality, safe healthcare for all, which is appropriate and responsive to meeting the diverse needs of individuals. In working towards achieving our goals, it is important that staff and users of our service are treated equitably, with dignity and respect, and

are involved and considered in every aspect of practice and changes affecting their employment or health care within the Trust.

## **7. Infection Control**

Be aware of, and comply with, all Trust infection prevention and control policies, to include hand hygiene, personal hygiene, environmental and food hygiene. To undertake annual training/updates in infection prevention and control.

## **8. Safeguarding Children and Adults**

The Trust takes its statutory responsibilities to safeguard and promote the welfare of children and adults very seriously. The Board of Directors expects all staff will identify with their manager during the SDR process their own responsibilities appropriate to their role in line with statute and guidance. This will include accessing safeguarding training and may include seeking advice, support and supervision from the trust safeguarding children or safeguarding adult teams. Where individuals and managers are unclear of those responsibilities they are expected to seek advice from the safeguarding teams.

## **Management and Leadership Responsibilities section**

Champion the Trust improvement and leadership strategy, through attendance at New and Aspiring Leaders and Foundation Quality Improvement training

## **Policy and Service Development**

Champion and lead quality improvement initiatives across your immediate team and within your service, contributing to the Trust Quality Improvement programme

## PROFILE SUPPLEMENT

This Role Involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting weights/objects between 6-15 kilos	x			x		Moving and Installing Computer equipment
Lifting weights/objectives above 15 kilos		x				
Using equipment to lift, push or pull patients/objects	x		x			Installing Server based equipment
Lifting heavy containers or equipment		x				
Running in an emergency		x				
Driving alone/with passengers/with goods	x					If using Trust leased vehicles to attend at a Community based location
Invasive surgical procedures		x				
Working at height or in a confined	x		x			Working in Network cabinet locations

space						
Concentration to assess patients/analyse information	x				x	Part of role to analyse data and information to help with issues or incidents or assist with helping users understand requirements
Response to emergency situations		x				
To change plans and appointments/meetings depending on the needs of this role	x				x	Being in a support role issues come at all times and projects / meetings often need to be re arranged so as to be able to deal with issues
Clinical interventions						
Informing patients/family/carers of unwelcome news		x				
Caring for terminally ill patients		x				
Dealing with difficult family situations		x				
Caring for/working with patients with severely challenging behaviour		x				

Typing up of formal minutes/case conferences	x		x			Minutes of meetings or outcomes from design meetings for systems. Having to type up complicated specifications for systems to go out to tender
Clinical/hands on patient/client care		x				
Contacts with uncontained blood/bodily fluids		x				
Exposure to verbal aggression	x		x			Often customers can get rather frustrated when trying to get there issues sorted and it is taken out on the ICT person on the phone
Exposure to physical aggression		x				
Exposure to unpleasant working conditions dust/dirt/fleas		x				
Exposure to harmful chemicals/radiation	x		x			Some parts of computers have batteries which can leak and need to be dealt with appropriately.
Attending the scene of an emergency		x				

Food preparation and handling		x				
Working on a computer for majority of work	x				x	Part and parcel of the role is being desk based using a computer based systems to identify, analyse and repair faults in computer systems. Heavy use of email and VC system for communication
Use of road transport	x		x			To visit Community sites where systems are based