



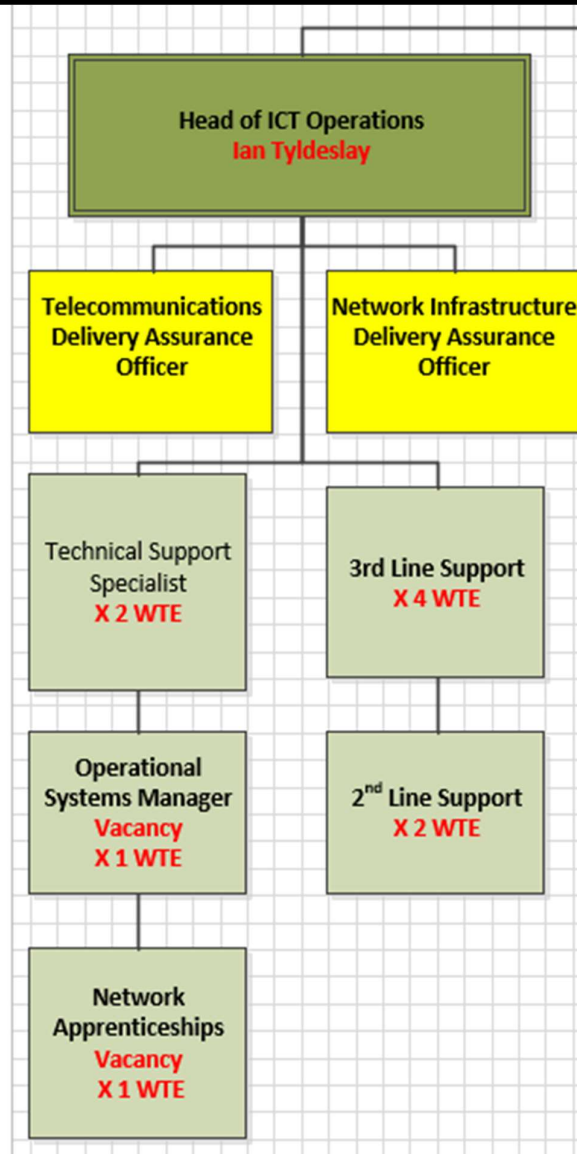
## Job Description

**Title:** Technical Support Specialist (Networks)  
**Band:** 7  
**Location:** NNAS Main Site Locations

## Organisational Relationships

**Reports to:** Head of ICT Operations  
**Responsible for:** NNAS Infrastructure

## Organisational Chart



## **Our Purpose: To be there when people need us most.**

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NWAS is an inclusive and compassionate organisation, driven by three value principles,

- 1) working together;
- 2) being at our best;
- 3) making a difference,

in service to our people, patients and communities. Our commitment to equality and inclusion feeds into everything we do and is a responsibility shared by everyone in the Trust.

## **Job Purpose**

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As a part of the Trusts infrastructure team, the Technical Support Specialist (Telecoms) will be the of the senior authorities on the NWAS telecommunications, responsible for the maintenance and management of both the existing telecommunications solutions and all future developments.

You will be considered a Subject Matter specialist for NWAS telecommunications systems and will use your highly developed technical knowledge and experience to guide the continual improvement of telecommunications services across the trust.

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## Core Duties and Responsibilities

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As an experienced member of the team, you will be an escalation for all Trust network issues, providing advice and guidance to both the ICT Senior Management Team and infrastructure engineers under the guidance of the Delivery Assurance Officer.

As Technical Support Specialist (Networks), you will

- Ensure that all elements of the Network are properly secured and regularly patched. These include but are not limited to Cisco Switching and Firewalls, Aruba Wireless, and Palo Alto Firewalls.
- Provide senior guidance in planning, implementation and optimisation of the network.
- Ensure the successful migration of the Trust's WAN to the new provision.
- Take an active role on the selection and implementation of the Trust's ongoing security requirement.
- Working with the Delivery Assurance Officer on the planning for the increased use of remote and flexible working within the Trust regarding the network elements, both Firewall and Bandwidth.
- Take an active role in the provision, configuration and use of cloud providers as required.

## Communication and Relationship responsibilities

You will be required to:

- Be able to clearly explain and technical designs and issues to non technical senior Trust staff.
- Liaise with external suppliers and other less senior Trust team members to resolve all network issues and deployments.
- Maintain productive relationships with senior NWAS managers relating to network provision and maintenance.
- Liaise and negotiate with senior users ahead of any planned maintenance and ensure agreement and understanding of any downtime anticipated, providing reassurance that plans are robust and maintaining channels of communication throughout the planned works.
- Work with the Solutions Architect and allocated Project Managers in relation to the delivery of new network systems or changes to existing designs, which impact on the the Trust.

## Analytical and Judgemental responsibilities

You will be required to:

- Assess and triage faults and issues relating to complex network systems.
- Assess available options for issue/fault resolution with appropriate suppliers and provide comprehensive recommendations to IMT SMT, including risk assessment and contingency planning.
- Provide advice and guidance to technical project staff in relation to network systems design and performance.

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### **Planning responsibilities**

- Acting as Subject Matter specialist, the Technical Support Specialist will work with the Delivery Assurance Officer to maintain the network systems ensuring they meet the needs of our changing digital landscape, assessing business requirements across the Trust and recommending solutions which meet current requirements, whilst future proofing design and maintaining awareness of technology developments and the strategic direction of the trust.
- Working with a team of professional project managers and experienced system and service users, you will ensure that network systems design incorporates resilience, reliability and sustainability in order for NWS to continue to meet the ever-changing demands on our service and which impact on multiple service lines.
- The Technical Support Specialist will ensure comprehensive design and configuration documentation is produced, maintained and controlled throughout the life of any solution. Process mapping and data flow diagrams will be developed and maintained throughout the life of the solution as well as configuration specifications.

### **Governance**

- The Technical Support Specialist will be assisting the Delivery Assurance Officer for the development and implementation of policies relating to network solutions across the Trust in line with legislation, Trust and NHS guidelines and requirements.
- Proactively ensure that ICT delivers best practice in respect to organisations, NHS and legislative requirements and guidelines.
- Maintain awareness of and compliance with Information Governance and Cyber Security in all elements of network solution design and implementation.
- Participate in quality management, undertaking audits designed to improve IT systems and services across architecture of the Trust.

### **Leadership/Mentoring**

You will:

- Participate in the development and maintenance of a culture of continuous improvement.
- Ensure the proactive identification of Risks relating to network solutions and ensure comprehensive risk management processes and plans are in place to mitigate risks where possible. Ensuring incorporation into Business Continuity planning.
- Promote learning within the ICT Team, using project and service activities to promote cross departmental training and good practice, delivering on the job training and coaching where required for new systems and solutions to facilitate effective support and maintenance.
- Promote an open, honest, collaborative and participative culture and values.

You will be expected to participate in the Trusts oncall rota, currently one night a week for a 4.5% uplift to salary.

### **Corporate Responsibilities**

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- Compliance with Trust policies, procedures and protocols at all times.

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- Compliance with All statutory and legal duties including the Freedom of Information Act 2000; Computer Misuse Act 1990 and keep up to date with any changes or additions relevant to legislation.
- Maintain confidentiality and security of all information in accordance with the requirements of the General Data Protection Regulation (GDPR), Data Protection Act 2018, the common law duty of confidentiality and, for the protection of patient confidentiality, the principles of Caldicott.
- Support positive action in service of the Equalities Act 2010 and the Trust commitment to antiracism.
- Provide a healthy, safe and secure working environment by adhering to Health and Safety Regulations, Trust policies, procedures and guidance. Take necessary action in relation to risks in the workplace including supporting others to manage risks and reporting incidents as necessary.
- Abide by the NHS values and the NHS Constitution, maintaining the highest standards of care and service, treating every individual with compassion, dignity and respect, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole.
- Maintain own CPD to enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job and respond to the learning needs of the Trust.
- Act within acceptable parameters as an employee / manager of the Trust, having regard to the applicable 'Code of Conduct for your role and ensuring own practice is in accordance with Trust policies.
- Contribute to own personal development by participating in annual appraisal with line manager, developing a PDP, and actively participating in agreed learning activities and evaluating effectiveness of learning in relation to the role.
- Regularly review own practices and make changes in accordance with current and / or best practice, making suggestions for improved practice and identifying where other activities affect own practice.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Contribute positively to the effectiveness and efficiency of the teams in which he/she works.
- Act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with Trust policies. Identify and act when own or others' action undermines equality and diversity.
- Raise concerns around risk, malpractice, or wrongdoing at work, which may affect patients, staff or the organisation at the earliest reasonable opportunity.

### **Safeguarding Children**

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- To recognise and report to the appropriate authorities any concerns regarding Child Protection issues to include possible child abuse.
- Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children 2015).  
<http://www.workingtogetheronline.co.uk/index.html>

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## Safeguarding Adults

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- To recognise and report to the appropriate authorities any concerns regarding VulnerableAdult issues to include social care and mental health.
- All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the role. It may be subject to change in the light of developing organisational and service needs and wherever possible, change will be pursuant in collaboration with the post holder.

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## Person Specification

Attributes	Description	Assessment Method
<b>Skills / Competencies</b>	<ul style="list-style-type: none"> <li>• Confident in communicating with Trust stakeholders and technology leaders, both within and outside of the organisation.</li> <li>• Highly advanced keyboard skills and the ability to design and document technical process maps.</li> <li>• Logical approach to problem solving.</li> <li>• Remains calm under pressure.</li> <li>• Network Switching and Routing.</li> <li>• Wireless.</li> <li>• Firewalls and security devices.</li> </ul>	<p>App</p> <p>App</p> <p>App</p> <p>Int</p> <p>Int</p> <p>Int</p>
<b>Qualifications and Knowledge</b>	<ul style="list-style-type: none"> <li>• Batchelor level qualification or equivalent relevant in depth experience in an Ambulance Service environment.</li> <li>• Evidence of continued professional and personal development.</li> <li>• Demonstrable understanding of network solutions, design, technology and standards.</li> </ul>	<p>App</p> <p>App</p> <p>Int</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Practical experience designing, implementing and maintaining network systems to service requirements.</li> <li>• Proven record of driving technology best practice in a healthcare environment.</li> </ul>	<p>App</p> <p>App</p>
<b>Values and Behaviours</b>	<ul style="list-style-type: none"> <li>• Working together – demonstrate collaborative and inclusive working and challenge behaviour that is not inclusive or acceptable.</li> <li>• Being at our best – professional and adaptable and takes pride in work.</li> <li>• Making a difference – act with compassion, kindness and integrity towards everyone.</li> </ul>	<p>App / Int</p> <p>Int</p> <p>Int</p>

Key: App – Application Form

Int – Interview

AC – Assessment Centre