NHS
The Royal Wolverhampton
NHS Trust

Job Description and Person Specification

Working in partnership
The Royal Wolverhampton NHS Trust
Walsall Healthcare NHS Trust

Care Colleagues
Collaboration Communities

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Vision

Our vision is to 'To deliver exceptional care together to improve the health and wellbeing of our communities'. Our vision has been updated to reflect the closer working of our organisations and to focus on our core purpose of improving the health and wellbeing of our communities.

A vision is more than a few words – it reflects our aspirations, helps to guide our planning, support our decision making, prioritise our resources and attract new colleagues.

Strategic Aims and Objectives

Our strategy is based around four strategic aims - referred to as the Four Cs.

Care	Excel in the delivery of **Care**
Colleagues	Support our **Colleagues**
Collaboration	Effective **Collaboration**
Communities	Improve the health and wellbeing of our **Communities**

Our strategic aims reflect our four key areas of focus and consider the key influences from the environment within which we operate.

Our aims incorporate feedback from colleagues working for both organisations as well as the public and external stakeholders, e.g. the Integrated Care Board and other providers.

Our strategic aims are underpinned by strategic objectives (detailed later in the document) – these are more specific measures which we use to judge our achievement.

Job Description

1. Job Details

Job Title:	IT Support Technician (2nd Line)
Band:	Band 5
Reports to (Title):	IT Service Manager
Trust Website:	www.royalwolverhampton.nhs.uk
Directorate:	ICT
Department / Ward:	ICT Technical Services
JD Number:	5083
DBS Check Require	https://www.gov.uk/find-out-dbs-check/y • No DBS

2. Job Summary

The post holder will be responsible

1. To provide effective and customer focused technical, fault resolution to staff based at the PCT, within the RWH community, General practitioners and the acute trust (Newcross Hospital).

2. The Support Technician is the 'visible face' of the IT department, with a day to day responsibility to provide first class support to users of information technology.

3. To have ownership of calls through to resolution ensuring departmental targets are met.

4. The post holder will be expected to be able to spend time, compiling solutions to difficult problems to ensure that end users are happy, the jobs can be quite unpredictable, and the post holder must be able to quickly and seamlessly change focus on any given task, to ensure that the service provided by IT is always at the highest, and most suitable level.

5. To ensure that the systems that the clinical staff are reliant upon, for the provision of good patient care, are operational all of the time, and in the event of any failure are resumed to operation as quickly as possible. This ensures that the care of the patients never suffers as a result of IT equipment or Systems failure.

6. The post holder will also be expected to manage their own workload, and take responsibility for the consequences for any action that may be taken.

7. The post holder will be required to conduct their duties in sometimes difficult environments, including mental health facilities with exposure to patients, and treatment rooms.

3. Main Duties and Responsibilities

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• Providing responsive and effective hardware, software and network support. In accordance with department service level agreements. (The majority of these tasks are off site with minimal supervision)

• The role will involve the day to day relocation of often heavy, IT assets, and be involved in the rollout of large scale IT equipment replacement projects. The jobholder will be expected to complete these moves and the resulting configuration with skill and accuracy within a timely manner.

• The IT Technician is assigned a geographical and will report to IT Desktop Supervisor, the post holder will be required to exercise good judgement in all situations, as the majority of the work will be carried out off site, without supervision.

• Ensuring the provision of the service; including the repair, replacement and installation of valuable IT Assets, which includes Software and Hardware, this may involve the use of complex and valuable fault finding equipment, to the satisfaction of the end user.

• Delivering and installing equipment for user in accordance with Trust Standards and Service Levels (The majority of these tasks are off site with minimal supervision)

• Providing the IT Support Manager with regular accurate information on the status of calls that has been escalated. Ensuring adherence to escalation procedures when dealing with complex system faults. Keeping the IT Support Manager informed of any outstanding issues on a daily basis.

• Taking calls from customers and ensure they are logged on the Helpdesk call Management system accurately

• Ensuring that customer calls are handled in accordance with the helpdesk call management procedures (this includes full and accurate call notes).

• Monitoring outstanding support requests against customer SLA's , prioritising calls effectively, keeping users up to date with progress and initiating escalation procedures where required.

• Ensuring that problems are reported to third parties as required achieving a satisfactory resolution. There may be occasions where you may need to work with a 3rd party to resolve an issue.

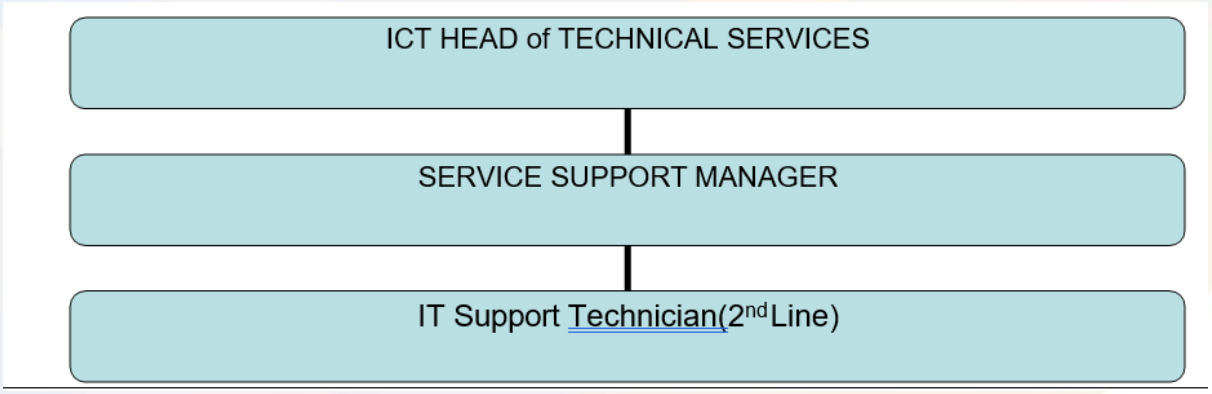
• Maintaining knowledge of supported software in use by both the acute and PCT trust, community staff and GPs'.

• Producing and maintaining both technical and user documentation and procedures where required.

• Assisting in the training and induction of junior or new staff to the Technical Support and Helpdesk areas.

• Assisting in the testing of new systems, supporting the Project and application development teams.

4. Organisational Chart



This job description is not intended to be an exhaustive list of duties and it may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

Infection Prevention

Maintain a current knowledge of infection prevention and control practices and policies through annual mandatory updates and role specific training.

Demonstrate a current knowledge of infection prevention and control practices through the delivery of clinical care and maintenance of a safe environment in accordance with infection prevention and control practices and policies. Take part in infection prevention initiatives in the local area. Challenge infection prevention practices, reporting breaches using relevant Trust policies as appropriate (e.g. incident reporting policy).

Equal Opportunities Policy

It is the aim of the Trust to ensure that no job application or employee receives less favourable treatment on grounds of sex, disability, age sexual orientation, race, colour, nationality or ethnic or national origins or is not placed at disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the Trust has an Equal Opportunity Policy and it is for each employee to comply with and contribute to its success.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors, to observe obligations under organisational and departmental Health and Safety Policies, maintaining awareness of safe practices and assessment of risk.

Data Protection

If required to do so, to obtain, process and/or use information held on computerised or manual records in a fair and lawful way in line with the Data Protection Act 2000. To hold data only for specific purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations, as instructed.

Customer Care

It is the aim of the hospital to provide patients and other service users with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and other service users first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Safeguarding

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures, and Trust and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

Smoking Policy

The Trust provides a smoke-free work environment.

Confidentiality

The Trust is fully committed to encouraging its staff to freely contribute views on all aspects of health service activities, especially those on delivery of care and services to patients. However, you shall not, either during or after the end of your employment (however it is terminated), divulge to any unauthorised person confidential information relating to the Trust. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Your obligations of confidentiality under this clause shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed, provided that such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Trust's Policy on Raising Concerns at Work-Whistle Blowing Policy, a copy of which is available from the Human Resources Department.

Development

The Trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular appraisal with their manager and identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning and development needs in order to meet the agreed performance standards required of the post holder.

NHS Constitution

The Constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another.

All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to NHS Constitution for England - Publications - GOV.UK that essentially provides further and more detailed explanation of each of the rights and pledges.

Criminal Records

This post is not subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions is not necessary.

AfC Person Specification

This document describes the qualities required for a post-holder that are not captured by the JD.

Specification	Description	Rating – Essential (E) or Desirable (D)	Method of Assessment – Application Form (AF) / Interview (Int.) / Presentation (P) / Test (T)
Qualifications *(This must include the level required to appoint to the post. Any requirement for registration should also be recorded here).*	Degree or Equivalent qualification and experience to degree level	E/D	AF/Int
	Formal qualification in an ICT subject or equivalent	E	AF/Int
	Qualified or working towards Microsoft MCPIT	E	AF/Int
	CompTIA Certified	E	AF/Int
Experience / Skills *(Type and level of experience required to fulfil duties).*	Experience of working within a dynamic customer service environment	E/D	AF/Int
	Knowledge and experience of ITIL best practice.	D	AF/Int
	Experience of diagnosing and resolving technical faults accurately.	D	AF/Int
	Experience of ghosting and deploying desktop images.	D	AF/Int
	Ability to operate effectively in a pressurised environment	D	AF/Int
	Ability to prioritise workloads and meet SLA targets	D	AF/Int
	Excellent communication skills and the ability to work with a wide variety of staff	D	AF/Int

	Ability to assist with the writing of new systems support and training documentation. Experience of providing end-user training Excellent timekeeping	D D D	AF/Int AF/Int AF/Int
Communication Skills *(Indication type of communication and audience, e.g. face-to-face with patients, presentations to colleagues, etc.)*	StrongCustomer contact skills – effective communication skills. Customer focused Goodinterpersonal and communication skills	E/D E E	AF/Int AF/Int AF/Int
Flexibility *(Note here any flexibilities required by the post, e.g. Shift Working required, New tasks may need to be undertaken frequently).*	A flexible approach required to meet the service requirements.	E	Int.
Other *(Any other key issues not recorded elsewhere in JD or person spec).*	Driver	E/D	Int.

I understand and accept my accountabilities and responsibilities as outlined in this job description, person specification.

	Designation	Name	Signature	Date
Post Holder				
Manager				