CAJE REF	RQF/2022/0158
APPROVED	XX/XX/2023

JOB TITLE   IT Support Technician
BAND 5

Job Summary

- To assist in the development, maintenance and support the relevant systems for which the applicable Locality Team is responsible in accordance with specifications / operational requirements of NHS Wales.

Responsible to

Reporting: Senior Specialist (IT Support)	**Accountable: Senior Specialist (IT Support)**	**Professionally: Operational Services Manager (Client Services)**

Responsibilities and Duties

The post holder will be able to:

Establish and maintain effective written and verbal communication with individuals and groups of customers and stakeholders as directed by line manager.

Assist team members to devise solutions for complex issues. Supported Services include (but not limited to):

- Microsoft Windows 11 & 10 (Operating System)
- Microsoft 365 (Click To Run, Office, Vision, Project)
- GP Clinical Systems (Cegedim Vision, EMIS Web, TPP SystmOne)
- GP Managed Print Service (Hewlett Packard)
- Authentication Services (Active Directory, Azure)
- Deployment Services (SCCM, InTune, WSUS)

Provide analysis and advice on the interpretation of data produced by those systems and products.

Participate in discussions on IT related matters, supporting decision making on conflicting requirements and priorities of customers using persuading and empathising skills. Our stakeholders include:

- o Cegedim
- o Community Health Councils (CHCs)
- o Dell UK
- o EMIS
- o GP Practices
- o Heath Education and Improvement Wales (HEIW)
- o Hewlett Packard
- o Hospices
- o National Imaging Academy Wales
- o NHS Wales Health Collaborative
- o NHS Wales Shared Services Partnership (NWSSP)
- o Prisons
- o Public Health Wales (PHW)

Participate in formal training seminars on the use of the systems and products.

Provide recommendations on technical documentation that provides all necessary information to allow continuing maintenance and development of systems and services.

Assisting in the identification and interpretation of customer requirements, risks, and issues, giving a range of evaluated options and solutions.

Investigate, diagnose and resolve faults/problems from internal/external stakeholders to a satisfactory conclusion.

Support and implement processes to ensure that specifications/guidance continue to meet the needs of users. This includes adherence and changes to Standard Operating Procedures (SOPs) and Work Instructions(Wis).

Respond to work requests guided by key performance indicators.

Support the planning and prioritisation on a range of IM&T activities. This may include working with Technical Leads, Project Managers, Commercial Services and other related parties supporting the organisation's Integrated Medium Term Plan (IMTP).

Support and organise ongoing fault investigation tasks providing a consistent and stable support service for our users.

Support and organise responses to requests for assistance based on current priorities or advise recommendations for change.

Support and organise maintenance tasks providing a consistent and stable support service for our users.

Support and organise complex fault investigation tasks based on agreed processes and procedures or providing recommendations and proposed changes for service improvement.

Apply advanced keyboard skills with using Microsoft Office, Teams and Visio. Ability to utilise remote support applications for day-to-day support services.

Supporting the installation or replacement of equipment which may be heavy and requires manual handling training. This may involve lifting, pushing, pulling laptops, IT equipment weighing 2-5 kilograms.

Interact with patients on a minimal basis due to working in clinical environments, such as GP Practices or Hospitals.

Implement the successful roll-out of new or changed software, hardware and produce/amend documentation and procedures to reflect the service. This includes working with Technical Leads, Project Managers, Commercial Services and other related parties supporting the organisation's Integrated Medium Term Plan (IMTP).

Responsible for the configuration, installation and safe use of computer hardware distributed around DHCW, Health and wider public sector in Wales.

Support the integrity of the Asset Management system which verifies the status of all related assets within Client Services, e.g. laptops, desktop PCs, monitors.

Provide training as required for staff from own and other disciplines on own subject area.

To ensure that appropriate information is produced about each service for analysis. This may include information on performance stats, breached calls, resources levels, etc.

Responsible for maintaining all assets and associated configurations for supported services that are registered and managed on a daily basis. This will align with objectives from the DHCW Integrated Medium Term Plan (IMTP).
The post holder will be responsible for:

Regularly researching and evaluating of new Information and IT technologies to establish their benefit to the work undertaken by DHCW.

Assisting in testing of applications to ensure that the systems developed meet the stated business requirements.
Work autonomously within this role defining how the requirements and objectives are best achieved whilst being guided by the Senior Specialist (IT Support), IMTP, NHS Wales policies, IT regulations and best practice.

Determine appropriate priorities when conflicting resource availability may affect the locality team and agreed resolution within line management and/or other relevant stakeholders.

PERSON SPECIFICATION

Qualifications and Knowledge

Essential

Achieved (or working towards)degree level or equivalent qualification in IT or able to demonstrate equivalent experience

Commitment to continuing professional development for self

ITIL Foundation Certificate ordemonstrable equivalent experience

Good general knowledge ofcommon hardware and software applications

Knowledge of:
- MS Active Directory
- MS Windows Server
- MS Exchange

Desirable

Registered with a relevant informatics professional body

PRINCE2 foundation or demonstrable equivalentexperience

Knowledge of NHS Wales organisations & ITIL strategy

Knowledge and understanding of the role of DHCW

Knowledge of relevant NHS standards and legal requirements relating to Information Governance and Security

Experience

Essential

Experience in providing relevant technical support atthe appropriate level

Skills and Attributes

Essential

Good communication and problem solving skills

Ability to learn new technologies with minimum supervision

Ability to analyse and resolve IT issues

Ability to establish good working relationships with people at all levels

Ability to work on own initiative whilst being an effective member of a multi-disciplinary team

Proactive & flexible approach to working

Desirable

Welsh Language Skills are desirable levels 1 to 5 in understanding, speaking, reading, and writing in Welsh

Other

Ability to travel across sites within Wales

Able to work flexibly