JOB DESCRIPTION

Job Title: IT Support Office (2nd in line)

Band: Band 5

Department: Digital Transformation Department

Responsible to: IT Support and Registration Authority Manager

Accountable to: Head of Digital Operations and Cyber Security

JOB PURPOSE

To provide 1st and 2nd Line IT Support across all Trust sites and participate in the out of hours On Call Rota.

To minimize the adverse effect of incidents by ensuring that normal service is restored in an effective and timely manner and within defined service level agreements.

MAIN DUTIES AND RESPONSIBILITIES

Duties will include supporting the day-to-day IT requirements of the Trust, working towards meeting Service Level Agreements (SLA) and resolving issues relating to hardware, software and peripherals and ensuring IT&T security standards are met.

Responsible for the installation, repair, and maintenance of physical assets such as PCs, Laptops, printers, thin-client devices, wall-mounted terminals, mobile phones, tablets, trolley computers and other equipment. This will be in a pro-active and reactionary mode and may be under pressure where critical clinical systems are deemed essential.

Install new equipment and upgrade software and applications.

Analysis, investigation and resolution of complex IT queries and issues/problems.

Fundamental network support – including patching and tracing cables and basic management of UPS, ATS, Ethernet switches and other network equipment

Diagnosing and investigation of connectivity problems (WLAN, wired network, VPN, etc).

To minimise downtime by proving pro-active support and a rapid response when an incident arises.

Be responsible for responding to, documenting and resolving service tickets in a timely manner according to SLA. Diagnose, evaluate and resolve complex problem situations, or when appropriate, escalate them to the IT Support & RA Manager.

Ensure IT assets are recorded and updated on the IT Asset management system.

Provide support and guidance for new projects requiring the removal, relocation or implementation and deployment of devices.

In depth knowledge of Microsoft Office Products such as Word, Excel, Outlook, Microsoft 365 to assist with user queries.

Contribute to the expansion and maintenance of the knowledge base, developing checklists/instructions for typical problems and adding them to the TRM (Technical Reference Manual).

Escalation and liaison with other Service providers for incidents requiring specialist help (Infrastructure/Network Teams & Clinical Systems Teams)

Demonstrates an ability to prioritise own workload and responds appropriately to urgent and emergency situations

Demonstrate knowledge of IT related standards, NHS Data Protection Security Toolkit (DSPT), Cyber Security

Dexterity and accuracy in undertaking IT tasks, use of equipment and documentation

Ability to evaluate and interpret technical information for communication to a wide audience

Ability to work unsupervised in a pressured environment

Ability to react quickly to challenging situations

Methodical and systematic in approach to all aspects of work

Be comfortable working with all levels of organisation.

Advanced keyboard skills

Liaise with external company's providing 3rd party support

Cover the IT Service Desk when required.

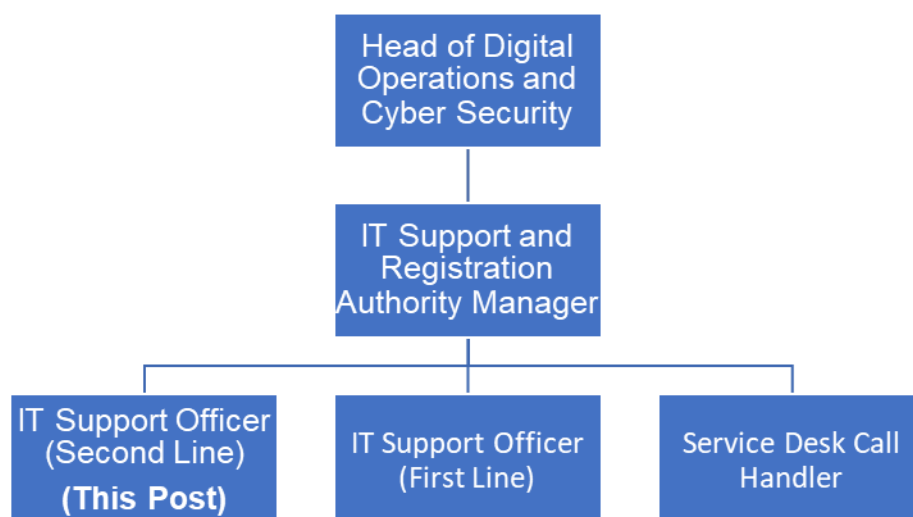You will be required to work at all other Trust sites as required.

You will be required to participate in the IT Support On-Call rota.

SCOPE AND RANGE

As a second line support officer, you will be responsible for resolving issues that have been escalated from the IT Service Desk. Working across all sites with travel being necessary as the service requires, you will provide desktop and hardware support to the Trust.

As part of the on-call rota you will be required to work autonomously providing support out of hours.

ORGANISATIONAL STRUCTURE

- All staff and volunteers working within the trust have a duty to be aware of their own and the organisation's roles and responsibilities for safeguarding and protecting children and young people, and vulnerable adults. You must be competent to recognise abuse, respond appropriately and contribute to the processes for safeguarding, accessing training and supervision as appropriate to your role. The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies in order to ensure the highest quality of care to patients. If your normal duties are directly or indirectly concerned with patient care you must ensure you receive sufficient training, information and supervision on the measures required to prevent and control risks of infection.

- You must be aware of and adhere to Health and Safety legislation, policies and procedures, to ensure your own safety and that of colleagues, patients, visitors and any other person who may be affected by your actions at work. You are reminded of your duty under the Health & Safety at Work Act 1974 to take reasonable care to avoid injury to yourself and others; to officially report all incidents, accidents and hazards using the Critical Incident Reporting Procedure; to use safety equipment provided for your protection at all times and to co-operate with management in meeting statutory requirements.

- Maintaining confidentiality of information related to individual patients or members of staff is a very important aspect of your work within the Trust. Failure to maintain confidentiality of such information may constitute a serious disciplinary offence. Staff should also bear in mind the importance of sharing essential information with carers and others, with the consent of each patient. There will also be circumstances where critical risk information will need to be shared with partner agencies, subject to guidance and advice available from your manager. You should remember that your duty, to respect the confidentiality of the information to which you have access in the course of your employment with the Trust, continues even when you are no longer an employee.

- This job description is not intended to be a complete list of duties and responsibilities, but indicates the main ones attached to the post. It may be amended at a future time after discussion to take account of changing patterns of service and management.