Job Description

1. Job Details

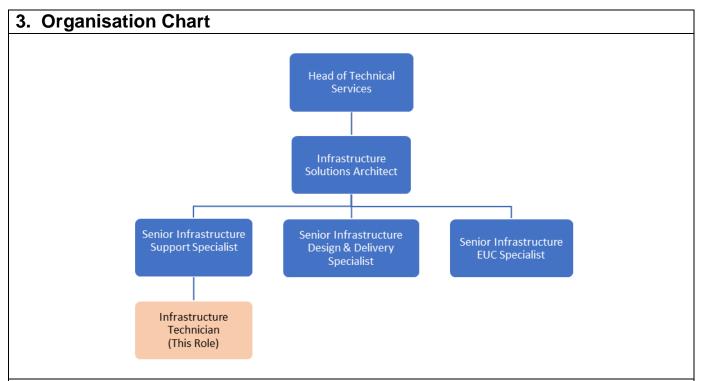|	
Job title:	Infrastructure Technician
Current Job grade:	Band 5
Reports to (Title):	Senior Infrastructure Support Specialist
CMT:	Finance and Digital
Department/Ward:	Digital Services > Digital Delivery > Technical Services
Location/Site:	Pan Trust

2. Job Purpose

Member of the Infrastructure Team of technical specialists.

To effectively develop the delivery of an effective and efficient Infrastructure service, including the support of critical network and server infrastructure required to support our clinical and administrative services.

To contribute to and actively support the Trusts digital projects ensuring that the Trusts digital infrastructure is effectively designed, implemented and managed.

To represent the Digital Delivery Department and Infrastructure function at Trust, community and regional level in technical or project\programme contexts.

To provide technical and non-technical training to Digital staff and service users.

3. Organisation Chart

4. Duties

1. To provide an Infrastructure function through the Digital Delivery Technical Services Team acting as a specialist in support and maintenance to all aspects of infrastructure, including servers, storage and network environments, which includes highly virtualised data centre server and storage environments and enterprise network and security technologies.

2. To assist with the management and develop the departments system update procedures, ensuring that all infrastructure is updated in line with cyber security requirements.

3. Engage with external service providers, support providers and suppliers regarding ongoing provision of services and issues arising. Strong negotiation skills are required as is an understanding of the complexities of the software and websites and their implementation, practical, technical and legal/governance.

4. Representing the Section, Department, Directorate and Trust at internal and external, forums, conferences, committees, projects, programmes and meetings.

5. Engage with key stakeholders and teams throughout the business. Act as an escalation point for issues from end users requiring high level investigation.

6. To contribute towards Digital projects and programmes on behalf of the Digital Delivery Technical Services Team. To contribute to Trust and organisational projects as an active member of project teams.

7. To actively pursue Continual Professional Development in Digital enterprise architecture design and support, becoming a subject matter expert. Making maximum use of all training provisions from internal programmes to regional and national providers.

8. Other duties commensurate with the role, responsibility and grade as discussed and directed by line manager and with appropriate training.

5. Physical and Mental Skills

Communication and relationship skills:
Highly developed communication skills required. The post will be handling information and material of a complex nature and will be required to communicate that material or explain it to individuals and groups such as Digital project teams whose level of understanding of the material is significantly below that needed to understand the material normally. Complex in nature due to the information being in relation to technical information, processes, risk and security information.

Able to train at all levels, to departmental staff and end users. Able to present and explain complex concepts and scenarios to individuals, large and small groups. The post will be expected to act as an expert in relation to enterprise infrastructure design.

Knowledge, training and experience:
A wide range of knowledge, training and experience required to cover complex technical competencies.

Degree level qualification or equivalent experience in a computing discipline. This is likely to include specialist training and experience in IT technical support and management. The post holder is expected to have experience of technical support and infrastructure hardware and software technologies, both in terms of system architecture and development.

Planning and organisational Skills:
Contribute towards the planning of short, medium and longer term projects. Advising on plans and projections to account for changes in time scales, urgencies and priorities. Adjusting own priorities for complex scenarios where there are competing and changing demands for resources whilst maintaining the core provision of infrastructure design and ongoing commitments to service delivery and projects.

Contribute to departmental strategy planning for service provision and resourcing with other members of the Digital Delivery Technical Services team.

Analytical and judgmental skills:
Formulate judgements based on complex fact and factors which may be conflicting and from different areas such as technical statistics and governance or security, or being able to provide comprehensive system performance reports based on metrics, demands, circumstantial evidence, trends and expectations.

Make quick judgments and decisions particularly regarding enterprise infrastructure and policy considering requirements of customers and any implications for patient care. Act as a point of contact and escalation for complex queries and issues. Decisions may need to be taken to protect the Trust from active threats and security risks, these decisions need to be made and taken with a view to legislative as well as Trust policy.

Physical skills:
Advanced keyboard skills and an exceptional attention to detail to analyse system configuration data for faults and variations to expected results, in addition to debugging and developing complex scripts.

6. Responsibilities of the Post Holder

United Lincolnshire Hospitals Trust is committed to safeguarding and promoting the welfare of children, young people and adults, both as service users and visitors to Trust premises. All staff have a responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities and that they are aware of and work within the safeguarding policies of the Trust.

The post holder is expected to treat patients, service users and carers with courtesy, care and compassion at all times, treating each person as an individual by offering a personalised service. Trust staff will adopt behaviours and attitudes which promote, supports and respects privacy and dignity in accordance with the Trust Dignity policies and dignity in care pledges. Staff are expected to challenge poor practice in relation to dignity and treat each other with respect.

United Lincolnshire Hospitals Trust is committed to providing consistently excellent and safe patient-centred care for the people of Lincolnshire, through highly skilled, committed and compassionate staff working together. We do this by putting our patients at the centre of all that we do and providing the best quality care with passion and pride. We have a set of values that inform every action we take and every decision we make. They are the foundation of what United Lincolnshire Hospitals NHS Trust stands for, and encompass a desire in all of us to provide the highest quality of care to patients and each other.

All staff are required to advocate, champion and demonstrate the below values and behaviours

Patient centred	I am fully committed to providing the very highest standards of care to our patients
Safety	I do everything I can to keep my patients and my colleagues safe
	I keep my environment clean and tidy
	I recognise when something is going wrong and I have the courage to do something about it
Compassion	I show a genuine concern for my patients and my colleagues
	I communicate well with others, listening and showing an interest in what they have to say
	I am positive, approachable and friendly
Respect	I treat my patients and my colleagues with dignity and respect
	I work openly and honestly as part of an effective team
	I keep my promises and do what I say I will, when I said I will, or I will provide an explanation if I can't
Excellence	I will always go the extra mile and improve things for my patients and my colleagues
	I am competent to carry out my role and committed to my personal and professional development
	I will share good ideas and best practice and encourage my team members to do so too

Patient Care:
Patient contact is incidental and there is no requirement for patient care beyond basic safeguarding knowledge.

Policy and service development implementation:

Responsible for policy implementation across the Digital Delivery Technical Services team. Contributes towards service development across the Digital Delivery Technical Services team.

This includes the development of procedures and support documentation. Some of which, particularly those regarding system development and maintenance, will affect other areas of Digital.

Responsibility for the production and implementation of procedures, configurations and base line configurations that reduce overall risk in terms of cyber security. By their very nature policies and procedures that are applied to critical systems will have the potential to impact the whole organisation so this needs to be fundamental to the planning and decision making process.

7. Freedom to Act

Uses own initiative and discretion regarding workload and how to achieve agreed objectives. The post holder will Work independently or as part of a team, and seeks direction from management and stakeholders only when necessary. The post holder will take action based on interpretation of the local and national policies, those policies are likely to relate to the management of ICT systems, national and international standards, contractual requirements and cyber security measures, with decisions taken potentially impacting multiple organisations

8. Physical, Mental and Emotional Effort Required

Physical Effort:
Extended periods of time sitting at a keyboard, usually for most of a shift.

Mental Effort:
Frequent, long periods of concentration especially when setting up and configuring new infrastructure hardware and software.

Work pattern is unpredictable with interruptions from staff and end users requiring advice and guidance regarding ad hoc issues, whether in person, telephone or electronic communications.

Emotional Effort:
Some exposure to IT system failures or faults that have a direct impact on patient care, requiring emotional stability to efficiently resolve issues while under increasing pressure from operational teams.

Occasional exposure to irate or frustrated customers or staff members who may be rude or aggressive and act to diffuse the situation accordingly.

9. Outline of Working Conditions

Required to use VDU for majority of a day, most days.

Person Specification

Post of Digital Infrastructure Technician

Job Related Criteria	Essential	How Identified	Desirable	How Identified
Qualifications (Academic, Professional & Vocational)	Degree level qualification in an ICT related subject or equivalent experience.	Certificates Application Form	ITIL Foundation Qualification or equivalent experience of IT service management.	Certificates Application Form
Previous Experience (Nature & Level)	Experience of operating systems, software and associated technologies. (MS/Cisco/Dell/Aruba) Experience of enterprise infrastructure such as data centres, networking, storage and servers Experience of managing/supporting enterprise software such as Microsoft/VMware/Cisco. Experience of effective team working.	Application Form and Interview	Experience of Microsoft SQL Server. Experience of configuration and / or development of Enterprise security systems Experience of working within an NHS IT Environment.	Application Form and Interview
Evidence of Particular: - **Knowledge** - **Skills** - **Aptitudes**	Awareness and Knowledge of the dignity in care agenda. Ability to evidence/demonstrate key values and behaviours in line with the Trust framework: ➤ Patient Centred ➤ Safety ➤ Compassion ➤ Respect and ➤ Excellence ➤ Good written and verbal communication skills, interpersonal skills. Knowledge of using scripts in a Microsoft environment. Good negotiation skills. Good technical awareness with the ability to fault find on complex systems.	Application Form and Interview		Application Form and Interview

Specific Requirements	Confident, self-motivated and enthusiastic Methodical approach to work, logical and numerate Ability to work under pressure and prioritise work Ability to travel to meet the requirements of the post. Flexible approach to work outside normal office hours, when and if the need arises.	Interview		

Job Description Agreement

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

	Signature	**Date**
Job Holder:		
Line Manager:		