

## Job description for Senior Infrastructure Operations Engineer

### About us – team NHFT

As a **health and wellbeing organisation** here at **team NHFT** we are dedicated to continually **innovate** and **strive to make a difference** to our community and those working for our Trust, we aim to serve the people of Northamptonshire and surrounding areas with **safe, quality care**. We deliver this from an understanding of our local healthcare needs, economy and the changing demands of our community.

**Our mission**, **making a difference for you, with you** was chosen by our staff and stakeholders. It means in everything we do and through every service we provide, we want to make a **positive difference in people's lives** – for **those we care for**, **those we work with** and **those who work with us**. **Everyone is part of our team**.

Our core strategy is to be an **employer of choice**, **a great place to work** and be known for a **diverse and inclusive culture** whose staff feel **valued**. We provide a range of NHS services including physical, mental health and specialty services provided in hospital settings and out in the community within schools, GP clinics and patients own homes.

Here at NHFT we pride ourselves on our 54321 roadmap, pictured here which encompasses our **PRIDE values**, **leadership behaviours**, **teams**, **enablers** and **our mission** all of which are driven by **our vision of 'being a leading provider of outstanding, compassionate care'**. We are extremely proud to say this has also been recognised by the Care Quality Commission (CQC) and our CQC rating of **Outstanding for team NHFT**.



## This role...

The post is required to perform network and infrastructure support and development functions, together with input to the technical design function for NHFT. They are also required to develop and maintain a forward looking and resilient technology architecture for NHFT. Contribute to the development of the IT Strategy while reflecting relevant national and local standards, and to provide the Technical Design Authority to ensure compliance with the NHFT DTS Strategy, policy and standards. Adhere to all security standards and promote a secure way of working throughout the trust.

### Key objectives:

- This post fulfils a key role in the Network and Infrastructure team of the DTS Directorate. Network and Infrastructure is a multi-skilled team, expected to maximise efficiency and effectiveness by developing, planning and delivering the IT Strategy and architecture across NHFT service users.
- The team is responsible for ensuring that the IT Architecture and its direction meets the complex and developing needs of all categories of service users, taking advantage of opportunities to converge and share infrastructure and systems where advantageous, but acknowledging requirements for different line of business systems where required.
- The success of the team is judged by its ability to clearly define and communicate the strategy and architecture, the IT Service's progress in implementing these, and the measurement of the business benefits that accrue. Maintaining a resilient and secure service is key to the team's success and is a core principle. During times of incidents and troubleshooting, the network team are often the final point of escalation technically from internal resources.
- The team is working towards migrating its services to the cloud which is in line with the Trust's policy of cloud first. This will be a key part of the role both with research, planning, considering options and then the implementation of the chosen solution.

## About you

Behaviours and Values	Knowledge and Experience
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Ability to influence and persuade others to take a specific course of action when there is no direct line of control or command.</li> <li>• Must be skilled at working with multi-functional teams and building on the work of others in other parts of the organisation.</li> <li>• Must be able to engage staff at all levels both within and outside of the organisation.</li> <li>• Developed physical skills for the manipulation of data and systems.</li> </ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Degree or equivalent experience in an IT related subject</li> <li>• Microsoft or equivalent specialist professional body qualification</li> <li>• Good working knowledge of networking technologies and infrastructure including Windows server 2019, Switch/firewall and routing technologies, Wireless technology, DNS, DHCP, IP addressing and scopes, QoS, remote access and Internet-based technologies.</li> <li>• Exposure to cloud technologies (particularly Azure).</li> <li>• Experience of backup technologies and policies.</li> <li>• Good knowledge of cyber security processes and products.</li> <li>• Experience of Agile project management methodologies.</li> <li>• Experience of system development and deployment.</li> <li>• Experience of supporting users at an advanced level (3<sup>rd</sup> line).</li> <li>• Experience of new product evaluation and test environments.</li> <li>• Good knowledge and understanding of Microsoft office 365 configuration.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience with Extreme and Cisco products.</li> <li>• Experience and knowledge of NHS systems and processes.</li> </ul>

## Skills and Abilities

**Essential**

- The ability to work effectively with technology suppliers on products and services.
- Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.
- Excellent communication skills (including presentation skills) appropriate to a wide range of diverse audiences, at all levels of seniority inside and outside the organisation.
- Ability to communicate with technical colleagues, to communicate and understand complex technical situations, and broker agreements between people with different technical views.
- Ability to communicate with non-technical colleagues and partners, to understand their requirements, translate them into technical solutions, and explain this to them in a way which is meaningful.
- Ability to act as a point of escalation for major incidents and business critical issues and problems.
- Analysis: ability to analyse complex facts / situations where there may be a range of options available to choose from i.e., Review capacity planning data from available tools for all networks links to ensure that NHFT services are not impacted by over-utilised network components.
- Planning: ability to plan and organise complex activities or programmes where plans may need to be adjusted. Such as infrastructure projects, switching replacement programmes.
- Physical skills: Highly developed physical skills, where accuracy is important for example: handling of installations and maintenance in delicate work areas around live services in highly available data centres. Network cabling, cable troubleshooting for both fibre and copper, network hardware maintenance.
- Ability to work and achieve agreed objectives and manage in own way, working within broad professional policies. Acts as a lead specialist in own area.



## About the role – linking with our 4 Leadership Behaviours

### ENGAGING PEOPLE/WORKING TOGETHER

- Communication - Use a wide range of techniques (including oral and written presentations, policy and technical documents) to negotiate, influence and persuade senior IT staff and business managers, both within the organisation and with key suppliers and partners, to ensure that the architecture is understood and supported by all stakeholders.
- Documentation and Handover - Produce documentation and manage handover of new systems in a way that ensures efficient and supportable establishment of new services.
- Performance Management – engaging with available technologies to ensure that KPI standards are met and future standards negotiated.

### BEING AUTHENTIC

- Technical Project Management - Contribute from the earliest stages to technology projects in accordance with best practice to ensure professional delivery. Ensuring that scope and objectives are clearly defined, risks are evaluated and managed. Managing communication to stakeholders and impacted services.
- Technology Infrastructure Awareness - Research and maintain up-to-date knowledge of emerging technology trends and developments in areas of interest to the organisation, by regular direct contacts and attendance at conferences and seminars as well as reading academic research, learned publications and suppliers' information. Use this knowledge and understanding to produce recommendations to improve and develop the IT infrastructure and provide technical leadership to other teams within the IT Service.

### TAKING RESPONSIBILITY

- Technical Architecture Development – Contribution to network and infrastructure architecture design, ensuring that the architecture balances functional, service quality and systems management requirements whilst supporting the implementation of the DTS Strategy.
- Strategy Development - Contribute to networking and infrastructure aspects of the Corporate IT Strategy to ensure

### EMBRACING CHANGE

- Network Analysis - Review capacity planning data from available tools for all networks links to ensure that NHFT services are not impacted by over-utilised network components.
- Infrastructure Development – review capacity of server/database/storage provision to ensure future resource availability and efficiency.

that it is responsive to the needs of the organisation, complies with national and local standards and is underpinned by a sound technical architecture. Work with the colleagues and management to ensure that the strategy is coherent across the IT environment.

- Third line technical support.
- Responsible for maintaining multiple information systems ensuring network and infrastructure changes and developments are made.
- Responsible for the proper and safe use IT Network and infrastructure equipment, including servers(valued over £30k)
- Security - Development and maintenance of network and infrastructure processes and procedure to ensure robust systems are in place to meet cyber security needs in liaison with IT Operational Management. Liaison with the IT Security Team and 3<sup>rd</sup> party suppliers to ensure that external gateways are managed systematically and risks are managed effectively.
- Implement policy for own area and proposes changes which may impact beyond own area.

- Research and Development - Investigate emerging technologies, products, methods and techniques to assess their potential benefit to the organisation and role in the IT strategy and make recommendations about the deployment of technology within the authority.
- Proactively engage with management and colleagues to ensure that emerging and developing technologies are assessed and adopted where possible.










**Physical Effort:** Working in a sitting position for parts of the day, use of VDU. Travelling to multiple NHFT sites, transporting and carrying heavy network equipment (between 6 – 15 Kilos).


**Mental Effort:** Frequent periods of concentration to review network and infrastructure data. Must be able to manage with interruptions. Ability to work in high pressured environment i.e., working to resolve major incidents which could be impacting Trust wide.

**Emotional Effort:** Exposure will be limited.

**Working conditions:** Ability to manage occasional exposure to unpleasant environment, working in cold server rooms, hot/dusty loft spaces.

## Benefits

Salary	Location of work	Permanent/fixed term								
 <b>Band 6 – Range £35,392 to £42,618</b>  You will be paid on the 27 <sup>th</sup> of each month. If this date falls at a weekend you will be paid on the Friday before this date.	  The post holder will be based at Haylock House, Kettering but will be expected to travel across the county to all relevant NHFT sites.  Must be able to travel independently to other bases in the Trust across Northamptonshire.	  <b>This is a permanent post</b>								
Hours/pattern of work	Annual leave and bank holiday entitlement	Pension entitlement								
  37½ hours per week, worked as 7.5 hours per day Monday – Friday - The post holder will be required to join the DTS Out of Hours on call rota – frequency to be confirmed (standard agenda for change on-call enhancement will apply)	 <table><tr><td>Length of service</td><td></td></tr><tr><td>On appointment</td><td>27 days + 8 days</td></tr><tr><td>After five years' service</td><td>29 days + 8 days</td></tr><tr><td>After ten years' service</td><td>33 days + 8 days</td></tr></table>	Length of service		On appointment	27 days + 8 days	After five years' service	29 days + 8 days	After ten years' service	33 days + 8 days	  Details on the benefits of the NHS Pension Scheme can be found here:  <a href="https://www.nhsbsa.nhs.uk/nhs-pensions">https://www.nhsbsa.nhs.uk/nhs-pensions</a>
Length of service										
On appointment	27 days + 8 days									
After five years' service	29 days + 8 days									
After ten years' service	33 days + 8 days									
Health and Wellbeing	Learning and Development	Equality and diversity								
  Because your health matters too										

<p>Our Occupational Health and Wellbeing team support our staff through many different channels. Whether you have a physical or emotional issue or want to take positive steps to improve your fitness, this team can help you.</p> 	<p>Our Learning and Development team provide effective and impactful learning solutions for our staff. Our experienced team of facilitators offer a wide range of opportunities from corporate induction, mandatory and role specific training, personal development and leadership training.</p>	<p>We are committed to ensuring people are treated equally and fairly whether at work, during care or out in the community. Equality, diversity and inclusion will always be a core focus and commitment for team NHFT. We have a number of staff networks to support this focus too. These networks are open to all our staff.</p>
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Find out more about us at:

[www.bit.ly/24hoursinNHFT](http://www.bit.ly/24hoursinNHFT)

[www.nhft.nhs.uk](http://www.nhft.nhs.uk)

### Confidentiality and Data Protection

Any matters of a confidential nature, including patient and staff records, and any commercially sensitive information must, under no circumstances, be divulged or passed on to any unauthorised person or persons without a legal basis to do so. In accordance with the Data Protection Act 2018, if you are required to access personal data held in any format, you will be expected to adhere to the Trusts Information Governance Policies, copies of which are held on the staff intranet.

Any breach of confidentiality or data protection legislation will result in disciplinary action and may result in summary dismissal.

### Infection Control

The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures.

Employees must be aware of the importance of protecting themselves, service users and visitors and of maintaining a clean safe environment. Any breach in infection control practice, which places service users, other staff or visitor at risk, may result in disciplinary action. Each staff member is responsible for ensuring they identify together with their manager, their infection control training needs in their PDP.

### Health and Safety

To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.



- I. To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- II. To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- III. Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in the pursuance of any relevant statutory provision.

### **No Smoking**

In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Foundation Trust operates a No Smoking Policy. Therefore smoking is prohibited in all of the Trust's buildings, grounds and all Trust-owned or leased vehicles.

### **Equality and Diversity**

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Managing Diversity and Equal Opportunities in Employment Policy.

### **Risk Management**

To have a commitment to identify and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

### **Safeguarding Adults and Children**

It is the duty of all staff working for the Trust;

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

### **Professional Registration**

All qualified/ professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professional registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

### **Policies and Procedures**

The post holder is expected to comply with all relevant Trust policies, procedures and guidelines. Any contravention of the Trust Policies or managerial instructions may result in disciplinary action being initiated.

### **Review of Job Description/ Person Specification**

This is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required commensurate with the grade and/ or hours of work at the postholder's initial place of work or at any other of the Trust's establishment.

**NOTE:** This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.