

## JOB DESCRIPTION

<b>Job title:</b>	Senior Technical Support Engineer
<b>Job band:</b>	AfC 6
<b>Department:</b>	Information Technology
<b>Responsible to:</b>	Technical Services Subject Matter Expert

### Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of providing excellent health care, improved health for all.



### Job summary

The IT Department is responsible for delivering information technology (IT) to the Dudley Group NHS Foundation Trust. In addition, IT is responsible for delivering revenue generating IT services to other NHS organisations and private enterprises involved in the delivery of Healthcare. IT has a total user count of approximately 10,000. Services are delivered from multiple datacentres.

TeraFirma IT is a commercial Division of The Dudley Group NHS Foundation Trust. TFIT provides IT services on a commercial basis to a number of NHS and private healthcare organisations within the UK. TeraFirma IT operates its own datacentres

based in Dudley and offers a range of datacentre services along with Managed Desktop.

The Senior Technical Support Engineer will be based on site at Russells Hall Hospital but will be required to visit other Dudley Group acute and community locations to provide technical analysis, planning and support. As an IT ambassador you will promote the use of IT best practice, be a point of escalation providing support for IT staff and end users.

The Senior Technical Support Engineer will have detailed and enhanced experience in desktop support and customer care. You will be responsible for the analysis of problems and provide technical solutions and recommendations to resolve endpoint issues. You will support the Technical Services Subject Matter Expert in the assessment and delivery of services provided, ensuring that the best fit solutions are provided in a timely manner and that excellent customer care is embedded into all aspects of the delivery of service.

Working closely with the Endpoint Architect, Technical Services Subject Matter Expert and Senior Endpoint Engineer you will support in the design of solutions to solve technology and business issues whilst also seeking innovative ways to support the future of TeraFirma IT in its customer growth and development of the Trust digital portfolio. The post holder will also maintain good relations with the service desk team to proactively identify and manage issues.

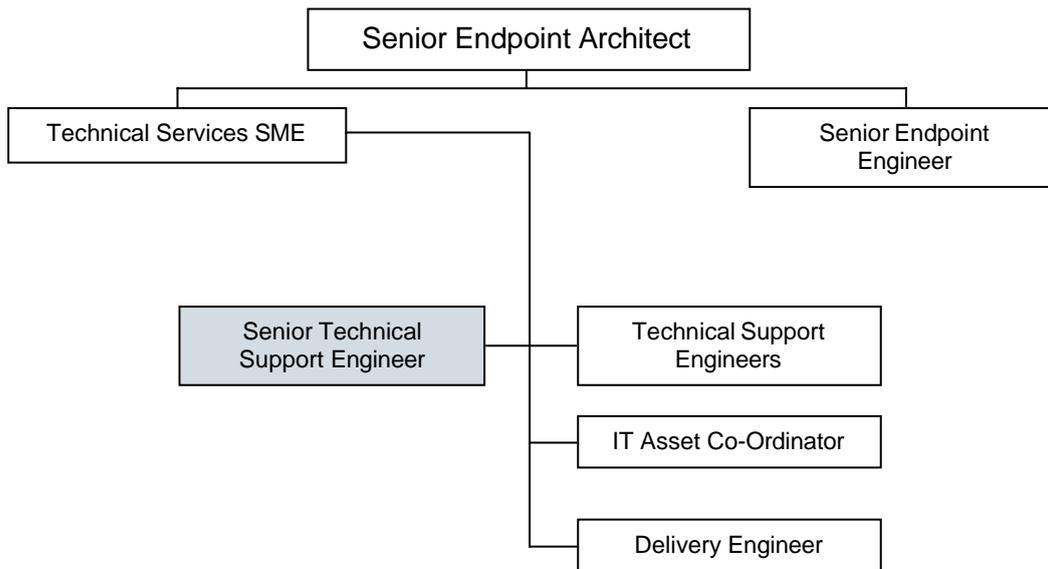
The post holder will be the initial point of contact for technical escalations from the 2nd line technical team focusing on problems and incident management ensuring that incidents are resolved within SLA and to client satisfaction.

The post holder will also build relationships with staff and suppliers to ensure the needs of the organisation are understood and met. A key element of this role will be to ensure that technology solutions are delivered in line with requirements and strategic fit.

The Job Holder will:-

- Support onsite technical resources to ensure that support is available based on demand and urgency.
- Support planning of pro-active technical reviews to maintain optimum operational service delivery
- Support the analysis of, and make recommendations for, improvements in IT through the exploitation of technology, improved use of applications or changes to business processes.
- Project Management of smaller projects, under the guidance of the Technical Services Subject Matter Expert, to deliver against key metrics of time, cost, technical specification and quality.
- Acting as Problem Manager/point of escalation, working with IT colleagues for issues that are impacting clinical safety or Trust operations.

## Structure Chart



## Principal Duties & Responsibilities

### KEY RESPONSIBILITIES

#### (a) Operational

#### Operational IT

- To instigate managerial, clinical and operational engagement across the Trust and key stakeholders across the local health community to analyse and define health IT requirements and contribute to the IT strategy
- Analysis of the customer requirements, providing a technical assessment of the requirements and solution required with an empathetic view on the end-user experience and challenges faced
- Production of technical solution, training and documentation
- Work with operational teams to develop technical solutions using the most appropriate and up-to-date technology
- Support IT projects to the Trust end user community
- Work with the training teams to develop and produce end user training materials to assist with the smooth deployment / integration of technology solutions into Business As Usual (BAU) processes
- Improve general end user IT literacy through the production and cascade of regular end user communications using suitable channels / mechanisms, as part of a cohesive strategy
- Own, co-ordinate and perform hands-on support activities with end users as part of project deployment work streams
- Work with IT Technical team as the owner of IT problems that are having a major impact on the clinical safety or operation of the Trust.

- Co-ordinate and perform hands-on support activities with end users during periods of IT outage or service issues to help minimise impacts and restore service
- Project management of smaller pipeline technical projects
- Collaborate with the Technical Services Subject Matter Expert and Senior Endpoint Engineer to plan and ensure successful delivery of projects
- Support the creation and documentation of solution prototypes
- Support testing and analysis of test results
- Support the investigation of proactive support tasks
- Support solution workshops capturing the scope, design, testing, approach and outcome
- Support the implementation of solutions through testing phases into production environments with appropriate post go-live monitoring
- Help to maintain 24/7 system availability throughout all offices, clinics, health centres, GP practices and hospitals
- Work as part of technical team to own and co-ordinate various work streams within larger IT projects as directed by IT Project Managers and/or members of the IT Leadership team
- Build strong working relationships and a reputation amongst stakeholders as a trusted interface with IT
- Represent the IT function in a professional manner in all aspects of duties and interactions with others, both internally and externally
- Act as an ambassador for the Service by developing and maintaining excellent working relationships with users across the organisation to deliver a high quality, standard IT culture to achieve local requirements and national targets.
- Pro-actively participate in ensuring that IT delivers best practice with respect to organisational, NHS and legislative requirements and guidelines including IT Infrastructure Library (ITIL), Data Protection Act (1998), Information Standards, Information Security and compliance with NHS Information Governance.
- Participate in Information Governance and security and Disaster Recovery Planning
- Participate in quality management system, undertaking audits designed to improve IT systems and services.
- Ensure that there is a proactive and comprehensive approach to risk management and be responsible for service continuity for own area and participate in the Informatics service continuity planning.
- Produce and maintain technical and project documentation
- Carry out Analysis of the endpoint estate to ensure that the refresh programme is planned effectively taking into account end of life hardware and solutions
- Ensure that cyber security standards are maintained for existing and new technical solutions

**b) Finance**

- Liaise and negotiate with external agencies, suppliers and contractors ensuring delivery of service is in line with agreed contracts.
- Be responsible for and support business appraisals and Business Case production, when required, in partnership with customers, undertake solution searches and appraisals of supplier proposals.
- Ensure Trust procurement processes and procedures are followed in a timely and efficient manner and participate in the procurement process where relevant providing assistance for the development of procurement documentation as required.
- Liaise with Trust Purchasing and Supplies Consortium and other users advising on IT related aspects of purchasing to ensure that all technical requirements are met whilst ensuring that Trust Standing Financial Instructions (SFIs) and procurement guidelines are followed and adhered to.

**(c) Communication**

- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group; suppliers, developers, product owners, and subject matter experts
- Develop and maintain good working relationships with the IT Teams, Project Group members and other key internal and external stakeholders
- Lead on communication and co-ordination of suppliers
- Engage with and support technical and non-technical staff in defining technical solutions to meet business requirements
- Ensure that all communication and liaison with internal and external stakeholders is effective, responsive and sensitively managed and adheres with legislation, policies and procedures.
- Create and deliver presentations to key members in a non-technical language to staff in relation to projects and business requirements, as required, addressing concerns and dealing with conflicting opinions

**(d) Human Resources**

- Participate in the recruitment of staff / contractors where appropriate.
- Ensure that any projects and technical solutions affecting staff roles adhere to Trust policies and procedures, in particular the Management of Change Policy.

**(e) Information**

- Ensure that all information is gathered, stored and passed on to relevant departments/staff in line with the Trust's Information Management policies and procedures.
- Ensure that all written and electronically stored information is accessible only to authorised personnel and is stored in accordance with the Data Protection Act.
- Provide status reports and other documentation when required.

- Ensure that all solutions meet local and national information reporting requirements

**(f) Professional/Personal Development**

- Develop and maintain own knowledge of developments and legislation relevant to your area.
- Participate in regular supervision and annual appraisal, setting personal objectives with your line manager.
- Take responsibility for own professional development, identifying individual training and education needs.
- Undertake relevant mandatory training.

**(g) Other**

- Exercise a significant level of autonomy and initiative, making decisions and judgements related to your area.
- Manage and prioritise own workload.
- Maintain confidentiality at all times (many projects will involve providing and receiving complex/sensitive information and data).
- Manage unpredictable situations, conflicting priorities and find solutions to problems as they arise.
- Be aware and act in accordance with the Trust Policies and Guidelines.
- This position is important to the organisation since its main purpose is to provide a problem solving and technology solutioning service to the Trust and its clients across a broad range of technology.
- There will be a constant stream of conflicting priorities that must be managed within the team, therefore exceptional organisation and communication skills are required, ensuring that complex technical information can be explained in non-technical/business terms and vice versa.
- Critical to the success of this role (and therefore the service), will be the ability to build robust relationships with other IT staff and the departments customers.
- There may also be a requirement to undertake other similar duties as part of this post in order to provide a quality service. These will be consistent with the level of responsibilities outlined above.
- This job description may be reviewed from time to time in light of developments and may be amended in consultation with the post holder.
- You may be required to participate in an on-call rota

**Organisational Values**

**The post holder will:**

**Care:** You will listen, be respectful and treat others with compassion and kindness.

**Respect:** You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

**Responsibility:** You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

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### **Location**

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

### **Code of Conduct**

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

### **Equality, Diversity, and Inclusion**

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

### **Safeguarding Children and Adults**

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

### **Improvement Practice**

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

### **No Smoking**

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

### **Health and Safety**

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

<b>Prepared by:</b>	Sarah Ellis – IT Operations Director
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