Job Description

Job title: IT Analyst Team Lead

Division: Theatres and Anaesthetics

Board/corporate function: Surgery and Cancer Board

Salary band: 7

Responsible to: Deputy Head of Clinical Scientific Computing

Accountable to: Head of Clinical Scientific Computing

Hours per week: 37.5

Location: EGA Wing Level -2, 235 Euston Road, London NW1 2BU

University College London Hospitals NHS Foundation Trust

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population.
We provide academically led acute and specialist services, to people from the local area and from throughout the United Kingdom and overseas.

Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across eight sites:

- University College Hospital
  (incorporating the Elizabeth Garrett Anderson Wing and Grafton Building)
- National Hospital for Neurology and Neurosurgery
- Royal National ENT and Eastman Dental Hospitals
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre
- The Hospital for Tropical Diseases
- University College Hospitals at Westmoreland Street

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, infection, neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.

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Department of Medical Physics and Biomedical Engineering

The Department of Medical Physics & Biomedical Engineering is a central resource of professional scientific and engineering knowledge and skills within UCLH. Our services support clinical services and research and development throughout UCLH.

Clinical Scientific Computing Section

The Clinical Scientific Computing section provides services to clinical and scientific teams and researchers throughout UCLH in the following areas:

- Whole life cycle support of medical IT systems.
- Management of desktop, server and file storage capability
- Medical device software and healthcare software development.
- Healthcare informatics, data processing and analytics.
- Research development and innovation.

Job Purpose

The Lead IT Analyst works as part of the Technical Operations team within the Clinical Scientific Computing section to support computerised medical devices and associated systems.

The post holder will particularly focus on:

- Leading and developing the staff within the team.
- Managing the prioritisation, delivery and quality of the services provided by the team.
- Manging the performance and productivity of the team.
- Second line support of end user technology.
- Setup and second line support of medical device connectivity and data storage.
- Second line support of servers and file share management.
- Systems management and second line support for specific clinical applications in BAU.
- Project management of systems upgrade and implementation projects.

Key Working Relationships

- Head and Deputy Head of Clinical Scientific Computing.

- Clinical Scientists and Technologists in Clinical Scientific Computing, Clinical Engineering and other teams within Medical Physics.

- Staff in clinical and corporate services across the Trust.

- Representatives from external suppliers of medical equipment and IT systems.

- Staff in UCLH Digital Healthcare and their associated partners.

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Figure 1 Department of Medical Physics & Biomedical Engineering

Head of Medical Physics and Biomedical Engineering (9)

- Head of Quality & Governance (8B)
  - Quality & Governance Section 3.0wte
- Head of Clinical Engineering
  - Clinical Engineering Section 43.0wte
- Head of Clinical Scientific Computing (8?)
  - Clinical Scientific Computing Section 12.0 wte
- Head of Medical Device Innovation (8?)
  - Scientific Team 2.0wte
  - Mechanical Engineering Workshop 2.5wte
- Head of Radiation Physics (8D)
  - Radiation Physics Section 7.0wte
- Head of MR Physics (8C)
  - MR Physics Section 2.0wte

Figure 2 Clinical Scientific Computing Section

Head of Clinical Scientific Computing (8x) 1.0wte

- Deputy Head of Clinical Scientific Computing (8x) 1.0wte
  - Clinical Scientists (7) 2.0wte
  - Trainee Clinical Scientist (6) 1.0wte
  - Lead IT Analyst (7) 1.0wte
    - Senior IT Analysts (6) 2.0wte
    - IT Analyst (5) 1.0wte
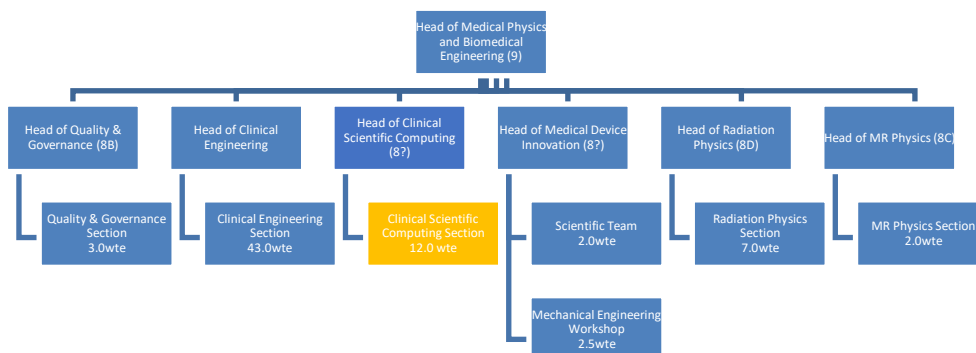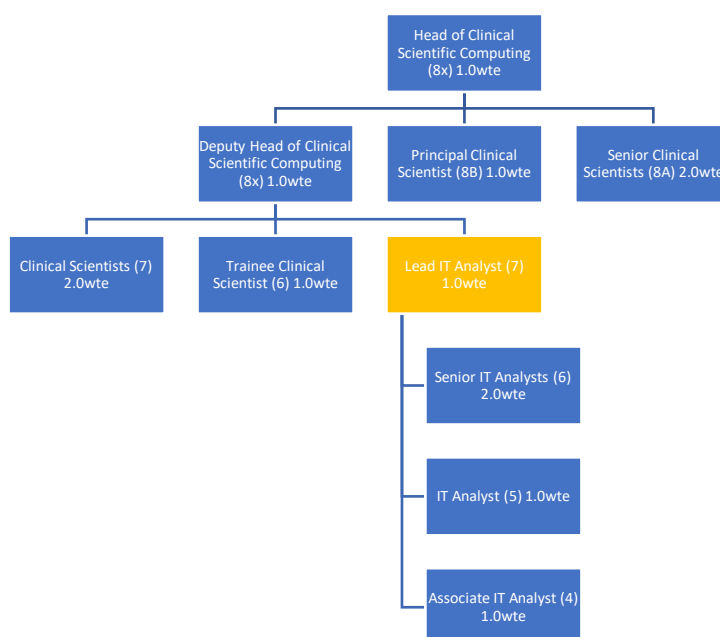   - Associate IT Analyst (4) 1.0wte
- Principal Clinical Scientist (8B) 1.0wte
- Senior Clinical Scientists (8A) 2.0wte

Key Results Areas

Provision of leadership to ensure the team has a shared identity, purpose and objectives for improvement whilst individual staff are supported through appraisal, personal development plans, targeted training and competency assessment.

Management of the team ensuring delivery of the highest quality services achievable with the available resources, using the quality management system, and with due regard to standards, guidance and customer requirements.

Management of the team ensuring performance and productivity of the team are monitored through KPIs and meet the requirements in SLAs and other agreements.

Provision of second line support and set up of end user technology (EUT) to meet customer needs through understanding their perspective, clear communication, effective action and timely escalation.

Provision of second line support and set up of medical device connectivity and data storage to ensure patient data is collected, recorded and accessible to support patient diagnosis and care.

Provision of second line support to maximise uptime and availability of servers and file shares and comply with cybersecurity standards, security updates and hardware fixes.

Provision of systems management and second line support for specific clinical applications in BAU to maximise uptime and availability and comply with application updates and bug fixes.

Completion of project management for systems upgrade and implementation projects to ensure project deliverables are on time.

Main Duties and Responsibilities

Technical - General

As part of the Technical Operations Team in Clinical Scientific Computing, the post holder is responsible for leading the support of complex computerised medical equipment and associated systems in the section's Supported Production Environment. Technical actions arise from three sources:

- Problem reports or change requests from users within and outside the section: the post holder triages the initial request and either resolves or escalates the issue

- Routine support activity within the section, such as backups and planned upgrades

- Proactive monitoring of supported systems, responding to issues with appropriate resolution or escalation

All work on computers and equipment is performed understanding that they may form part of medical systems and the post holder is aware of electrical and microbiological and operational safety issues. The post holder will always act to prioritise patient safety.

The post holder has individual responsibility as system manager in the specification and purchase of computer hardware and software to meet user requirements in accordance with departmental and UCLH guidelines, seeking authorisation from a senior member of the section prior to purchase. This extends over a range of departments including, but not limited to: Sterile Services, Radiotherapy Physics, Labour ward, Neonatal Unit, and Critical Care.

The post holder is responsible for acceptance testing and installing new computer systems and hardware and software options, following documented procedures. Systems are checked for consistency with purchase orders, tested for correct function and records are updated in the section's issue tracker and knowledgebase.

Once assigned an action, the post holder takes responsibility for resolving or escalating it. This work includes understanding user requirements, fault finding on these systems, analysing problems, and determining the best course of action.

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The post holder is responsible for the implementation of cybersecurity measures and administers anti-virus and security update systems. They will participate in responding to security notifications and alerts (such as vendor security patches) according to defined procedures or as directed by more senior members of the section.

The post holder leads the decommissioning of Medical Device Computerised systems and is responsible for the safe disposal of computer hardware in the department. The post holder will obtain and record appropriate regulatory certifications for disposal and data destruction as instructed by the Head of Section.

Technical – EUT, Servers and File Share Management

The post holder manages and leads the team in the installation and configuration of peripherals such as printers, scanners and networked devices.

The post holder participates and leads in the user support actions on departmental servers, using both Windows and Linux (or other UNIX-like systems) and enterprise applications. The post holder manages the creation, modification and deletion of accounts and other records on systems including Active Directory, DNS, DHCP reservations, file shares, and application-specific configuration.

Technical – Clinical Applications and Systems

The post holder will have individual responsibility as System Manager for a portfolio of systems assigned by the management team, within the Supported Production Environment. They will maintain detailed knowledge of current users, equipment, and operational procedures, and take primary responsibility for resolving issues on these systems.

The post holder will deputise for other System Managers and take responsibility for organising reciprocal cover in their own absence for their assigned systems.

Technical – Project Phase Support

The post holder leads the team in the development of solutions for new systems and upgrades, in the project phase.

The post holder manages the implementation and delivery of assigned aspects of new systems and upgrades in the project phase and in the development, construction and installation of hardware and software systems for use within UCLH and elsewhere under the guidance of a senior member of the section.

Management & Leadership

The post holder will ensure that service continuity is maintained by nominating a member of their team to deputise in their absence.

The post holder will ensure that members of the team fulfil their individual responsibilities for governance of the section, including advising and reporting to specific committees as agreed with their line manager.

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The post holder will be required to take a leading role in supervision of their team, as well junior staff, students and trainees.

The post holder supervises the support and one to one training to users in the safe and effective use of hardware and software within the Supported Production Environment.

The post holder contributes to the training of those on training schemes undertaking placements within the section. This involves demonstrating skills as well as supervising specific aspects of the training.

Quality Management

The post holder works within the departmental Quality Management System (QMS), following standard procedures and identifying non-conformances where required.

The post holder will act as a QMS auditor when required by the Head of Scientific Computing and propose changes to policies and procedures where a need is identified.

The post holder uses the section's issue tracker and knowledgebase for all work, prioritising transparency and accountability across their team and section. This will include:

- Promptly recording all requests and activities in the issue tracker
- Logging equipment installation and changes in the device inventory
- Finding, using, and (where appropriate) updating knowledgebase articles
- Ensuring proper audit and approval trails on change records

The post holder will ensure that written clear descriptions of complex processes and systems, including diagrams as required to update existing and create new knowledgebase entries are maintained.

The post holder will ensure that work records and other documentation is accurate and completed in a timely manner.

Service Development

The postholder will participate in section and lead team meetings in order to ensure that the team operate effectively, organise activities and share information.

The postholder will propose, evaluate and implement changes to team working practices, policies and procedures in order to improve the services provided.

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Working Conditions

The post holder will be required to occasionally:

- Work for prolonged periods of time in awkward and uncomfortable situations, especially when laying out network cables and deploying PC systems under client desks and in server rooms.
- Work on electrical and electronic equipment and must be able to manage risk by following appropriate procedures, including electrical safety and anti-static precautions.
- Work in areas with exposure to ionising radiation.
- Work in the vicinity of hazardous substances.
- To lift and move heavy equipment on a regular basis as well as travelling between different sites within UCLH.
- Work in critical clinical areas such as operating theatres and clinics.
- Work a shift pattern.

General

To comply with the Trust's Equal Opportunities Policy and treat staff, patients, colleagues and potential employees with dignity and respect at all times.

To take personal responsibility for promoting a safe environment and safe patient care by identifying areas of risk and following the Incident, Serious Incidents and Near Misses reporting policy and procedure.

To take personal responsibility for ensuring that UCLH resources are used efficiently and with minimum wastage, and to comply with the Trust's Standing Financial Instructions (SFIs).

To comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps.

In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic.

To maintain confidentiality at all times, adhering to UCLH Policies and Procedures and UK legal requirements including the Data Protection Act and General Data Protection Regulations.

Other

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

You will be expected to actively participate in annual appraisals and set objectives in conjunction with your manager. Performance will be monitored against set objectives.

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Our Vision and Values

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through values to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

We put your safety and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility

We offer you the kindness we would want for a loved one

Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity

We achieve through teamwork

Listen and hear	Explain and involve	Work in partnership	Respect everyone's time

We strive to keep improving

Courage to give and receive feedback	Efficient and simplified	Develop through learning	Innovate and research

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Person Specification
A= Application I= Interview R= References T/P = Test/Presentation

Requirements - Knowledge and Qualifications	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
Degree level qualification in IT / Computer Science / Engineering, or equivalent combination of qualifications and experience.	E		A			
Professional IT qualification (MCP / ITSM / ITIL4 / PMP / Agile)		D	A			
Evidence of training in management and leadership	E		A			
Eligibility for membership of the Register of Clinical Technologists.		D	A			
Membership of a relevant Professional Institute.	E		A			
Evidence of ongoing CPD and in-service training and meetings.	E			I		
Knowledge of current Medical Device IT Standards and regulations such as ISO/IEC 80001, DCB0129 / 0160	E			I		
Knowledge of the fundamental principles of network infrastructure.	E			I		
Knowledge of data security applied to a healthcare IT environment.	E			I		
Knowledge of software development in a high-level language such as Python, SQL, C++.	E			I		

Requirements - Experience	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
Experience working in a scientific healthcare environment.	E		A			
Experience of the medical application of complex computer and electronic systems.	E		A			
Experience of participating in projects with multiple stakeholders.	E		A			
Experience of having responsibility for delivering services to users or customers within healthcare environments.	E		A			
Experience in configuring, installing and administering operating systems such as Microsoft Windows and Linux on both desktop and complex server systems.	E		A			
Experience administering enterprise server applications such as databases, antivirus, backup, LDAP.	E		A			

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Requirements - Experience	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
Experience of configuring and troubleshooting networked devices.	E		A			
Experience in supervising and leading technical staff / trainees within projects/services.	E		A			

Skills and Abilities - General	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
Ability to apply specialist knowledge of internal hardware of PCs and peripherals, sufficient to diagnose and repair problems requiring component replacement or reconfiguration.	E			I		
Ability to manipulate and replace small components inside computers.	E			I		
Ability to specify, install, configure and modify network components	E			I		
Able to provide IT support to users with a wide variety of levels of computing knowledge.	E			I		
Ability to specify and implement best cybersecurity practices.	E			I		
Ability to analyse problems in complex IT systems to distinguish hardware, software and network issues and to evaluate options for resolution.	E			I		
Ability to respond effectively and appropriately to unexpected events or technical problems, and to correct them as they arise.	E			I		
Ability to follow infection control requirements and the agreed protocols for prevention of cross-infection, including handling potentially contaminated equipment.	E			I		
Ability to work as a member of a team with other clinical and technical staff.	E			I		
Ability to maintain confidentiality when managing data on systems and to apply knowledge of identifiable data confidentiality issues.	E			I		
Ability to use information analysis tools such as databases and spreadsheets.	E			I		
Basic skills of software development in a high-level language such as Python, C++ and others.	E			I		
Ability to liaise, assist and collaborate with medical and scientific personnel on clinical research and innovation projects.	E			I		

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Skills and Abilities - General	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
Ability to record and assign work accurately using electronic issue tracking and inventory management systems.	E			I		

Skills and Abilities - Communication	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
Ability to communicate complex technical information clearly to various personnel, including when training on medical IT systems.	E			I		
Ability to produce accurate technical documentation, including diagrams where appropriate.	E			I		
Able to prepare written work instructions for use within the team.	E			I		
Able to deal with users in person, on the phone, and by written messaging (such as email).	E			I		
Ability to maintain confidentiality in communication and record-keeping.	E			I		
Able to negotiate and manage expectations with a range of stakeholders in order to provide services and deliver results, including when issues have been escalated by more junior members of the team.	E			I		

Skills and Abilities - Personal Qualities	Essential	Desirable	Assessment Criteria			
			A	I	R	T/P
Attention to detail.	E			I		
Ability to work as an effective member / leader of a team.	E			I		
Ability to solve problems systematically and independently.	E			I		T
Ability to organise own time and manage the workload of the team, including when under pressure.	E			I		T
Ability to manage staff effectively and sympathetically.	E			I		
Ability to motivate staff.	E			I		
Ability to prioritise activities of the team in response to changing requirements, escalating or assigning to other staff where required.	E			I		

Skills and Abilities - Personal Qualities	Essential	Desirable	Assessment Criteria			
			A	**I**	**R**	**T/P**
Ability to work in awkward positions and move heavy equipment when installing computer or network hardware or cabling.	E		A			
Ability to work for prolonged periods in internal areas with no natural light.	E		A			
Ability to cope with occasional exposure to distressing circumstances when working in clinical areas with patients.	E		A			
Ability to concentrate on technical details across multiple interruptions by phone or email.	E		A			

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