



Role Specification

JOB TITLE: Technology Support Analyst (Systems)

PAY BAND: 4

SPECIALTY: IT

SERVICE: Systems Team

ACCOUNTABLE TO:

ROLE SUMMARY:

The Technology Support Analysts are responsible for the accurate logging of requests for support as part of the Service Desk function, resolving these during the initial call when possible. The queries will cover all areas of the Access System. The Technology Support Analyst will have a basic knowledge of all areas with expert knowledge in one or more speciality areas where their time will be focused.

Support will be provided through a variety of means, including by phone, email, face to face and through the use of remote support tools. The Technology Support Analysts will give training to users in a variety of ways, including one to one when, in formal training courses and as part of meetings or promotional activities.

Attention to details and accuracy is an important skill for this role as it includes updating support calls, asset registers, process documents and guidance materials.

FACTOR	ESSENTIAL	DESIRABLE	EVIDENCE
QUALIFICATIONS & EDUCATION	<ul style="list-style-type: none"><input type="checkbox"/> NVQ 4 in Business Administration or equivalent qualification or previous demonstrable experience in the specialist areas described below.<input type="checkbox"/> ECDL or equivalent level of experience.	<ul style="list-style-type: none"><input type="checkbox"/> ITILv3 Certification.<input type="checkbox"/> Business Administration qualification.<input type="checkbox"/> SystemOne Train the Trainer	

	<ul style="list-style-type: none"> • Evidence of continuing personal development. 	<ul style="list-style-type: none"> • Training qualification 	
WORK RELATED KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Expert knowledge of Access Group Social Care or Healthcare systems or similar social care EPR • Demonstrable experience in development of reports and and data extraction • Working knowledge of Data Protection Principles and Duty of Confidence • Good working knowledge of modern information technology, including; desktop operating systems, software packages, laptops, tablets and smartphones. • Experience of working on an IT service desk or similar role 	<ul style="list-style-type: none"> • Experience of working in a health or social care organisation. 	
SKILLS & APTITUDES	<ul style="list-style-type: none"> • Excellent interpersonal skills, communication and customer service skills. • Ability to recognise the priorities of the workload. • Presentation of text and other material to the highest standard. • Excellent ability to analyse data and present in visual format. • Excellent organisational skills and ability to prioritise own work load. • Advanced working knowledge and computer proficiency of all Microsoft Packages (e.g. word processing, spread sheets, email and internet use), including ability to learn new IT Systems. 		

- CIRCUMSTANCES**
- Driving License and use of own car.

SPECIALITY SPECIFIC REQUIREMENTS

Core Requirements

- Promotes and assists in the implementation of procedures designed to attain and maintain compliance of the ISO27001 (BS7799) and other relevant IT standards. This will involve following and suggesting improvements to Information security processes that ensure compliance and accreditation with IT security best practice
- Logging problems with national and local helpdesks and managing to satisfactory conclusion.
- Providing user support on the Service Desk, ensuring all calls are logged and resolved or passed to a senior member of the team.
- Creating training and information materials
- Participating in Change Advisory Boards, making suggestions on improved ways of working.
- Organising, booking and advertising Training Sessions.
- Assisting in audits.
- Acting as a first point of contact for customers and staff, dealing with telephone calls to the department, transferring them in a timely manner and taking messages.
- Production of articles for inclusion in weekly and monthly communications to staff.
- Organise meetings on behalf of others
- Keep up to date with national guidance and Provide policies, highlighting any required changes to the department's manager.
- Maintaining user system accounts and permissions.
- Ensuring recording of all work in line with the organisations procedures, ensuring all work is appropriately approved and authorised through the change control processes.
- Routinely checking data held on configuration items and ensuring this is kept up to date and all identified gaps are rectified.

Technology Speciality

- Provision of specialist knowledge of desktop applications and operating systems.
- Management and delivery of technical solutions which involves:
 - Analysis and interpretation of faults, using judgement as to the appropriate corrective actions.
 - Producing specifications for required items of equipment
 - Receipting, installation and configuration of equipment
 - Liaison with multiple technical teams, manufacturers and 3rd parties to ensure the successful delivery of technical solutions.
- To ensure deployments of new equipment meets the organisations standards and procedures.
- Handling the collecting and issuing of IT equipment, ensuring that all procedures are followed, this could include updating of the Configuration Management Data Base and issuing receipts.

- Ensuring databases are kept up to date and maintained to a high quality, this will include the Configuration Management Data Base

Systems Speciality

- Creating and assisting stakeholders with system process creation. .
- Making agreed updates t systems configuration, under the guidance of a senior member of the team.
- Delivering training to end users.
- Expert knowledge of Access Group Systems or other Health or Social Care Systems.

This role specification indicates the main functions of the post. It is not an exhaustive list of the responsibilities and tasks required for the job. There may be a requirement to undertake other duties as reasonably required to support the organisation. This may also include work outside of the post holder's normal sphere of activities, including functions not detailed within this role specification or working within another location or environment. The post holder will not be required to undertake any function for which they are not qualified or competent to perform.

The post holder must be familiar with, and adhere to, all *Provide* policies and procedures which can be found on the Intranet.

The post holder is accountable and responsible for the implementation and adherence to;

- The Health Care Act 2006, (revision 2008)
- The Equality Act 2010
- The Care Quality Commission Essential standards of Quality and Safety 2010,
- Health and Safety legislation in relation to patient safety and maintaining a safe working environment
- Data protection act 1998 and confidentiality code of conduct

The maintenance of the standards set out within this legislation will guide staff in maintaining the quality of care and safety required within their role ‘

Safeguarding Children, Young People & Vulnerable Adults

Safeguarding is a key priority of the organisation. Staff must always be alert to the possibility of harm to children, young people and vulnerable adults through abuse and neglect. This includes being aware of the adults who may find parenting difficult. All staff should be able to recognise the indicators of abuse and know how to act on

them, including the correct processes and decisions to be undertaken when sharing information. The depth of knowledge you work from must be commensurate with your role and responsibilities. All staff must follow the Safeguarding policies and guidelines, know how to seek specialist advice and must make themselves available for training and supervision as required.

Core Competency Framework

Band 4

Staff working at Band 4 require theoretical and factual knowledge in broad contexts within a field of work. Work is guided by standard operating procedures and protocols. Staff make judgements, plan activities and contribute to service developments.

Staff undertake tasks that may otherwise have been undertaken by a practitioner. They have specific technical skills and a high degree of technical proficiency.

Staff may have line management responsibility for others.

Provide aims to deliver high quality, professional and customer focused services. To ensure that this objective is met, it is expected that all employees carry out their roles in a courteous, compassionate and responsive manner and by the standard of their own appearance and behavior act as an ambassador for the organisation within their interactions with all our customers.

Employees are contractually obliged to undertake mandatory training in line with the organisations' agreed Mandatory Training Matrix and must ensure that the required learning is complete and refresh this learning within the timescales set out. Should staff consider they need further support to maintain the level of competence set out in this framework they have a personal responsibility to raise this with their line manager.

Knowledge and Skills

- Able to use a wide range of work-area specific practical and theoretical knowledge, which informs the approach to actions being carried out.
- Able to evaluate outcomes in relation to an action plan.
- Understands relevant legislation, policies, and guidance.
- Knows how to apply to principles of respect and dignity to the work area.
- Supports and enables the safe use of equipment and devices.

Technology Skills

- Proficient in the use of Microsoft Outlook or similar Email application
- Proficient in the use of the Web and Web applications
- Proficient in the use of Electronic Patient Records
- Accurate data input skills, e.g. accurately entering data into Excel or an electronic records system
- Confident with the use of IT systems and equipment, including mobile devices (where used)
- Intermediate data manipulation skills, such as working with formulas, functions, tables and charts
- Advanced word processing skills
- Ability to produce electronic slideshows and presentations

Leadership and Management

- Able to manage the role under guidance from colleagues.
- Able to follow standard procedures and protocols.
- Able to plan straightforward activities.

- Able to offer supervision and support to junior colleagues where appropriate.
- Able to contribute to service improvement and development plans.

Innovation and Decision-making

- Able to solve problems by taking information from expert sources and using it appropriately.
- Able to compare options to gain best results.
- Able to make suggestions in relation to service improvements and developments.
- Able to propose changes to work procedures for own work area.
- Responsible for safe use of equipment.
- Contributes to the training of junior colleagues.
- Assists with audits and/or research projects in own area.

Communication

- Ensures that questions and concerns are listened to and responded to impartially.
- Ensures that the boundaries of information governance are explained and understood.
- Updates and maintains accurate records and reports.
- Develops close links with all relevant professionals, organisations, and networks to support an integrated approach to Provide as a business.

Team Working

- Able to work with others towards shared goals.
- Is respectful and open to the thoughts, opinions, and contributions of others.
- Recognises and respects peoples’ diversity, individual differences, and perspectives.
- Able to share information appropriately.

Personal Attributes

- Deals with people, problems, and situations with honesty and integrity.
- Recognises and reflects on others good efforts.

<ul style="list-style-type: none"> • • Name of Post holder: • • Signature: • • Date: •
