

## JOB DESCRIPTION

### 1. JOB DETAILS

|             |   |
|-------------|---|
| Job Title   | Clinical & Business System Support Specialist                                 |
| Grade       | Band 5  |
| Directorate | Corporate – Cornwall IT Services  |
| Base        | Royal Cornwall Hospital Treliske but may be required to travel to other sites |

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### 2. JOB PURPOSE

To be responsible for providing specialist consultancy support on Clinical or Business applications implemented across the Cornwall Healthcare Community.

The System Specialist will provide expert advice on all aspects of the application and how it is applied within the workplace. They will keep up-to-date on all application changes/patches and releases and recommend improvements and benefits to the organisation. They will monitor any identified risks associated to the application and proactively look to mitigate these.

They will develop appropriate procedures for others to follow to ensure the application is used correctly and data quality is maintained, as well as looking proactively to ensure the application runs at its optimum level.

The System Specialist will understand any system interdependencies or interfacing and monitor these to ensure data flow is maintained. They will develop the back office tasks and procedures to keep the system operational.

The System Specialist will be able to provide specialist training on the application to individuals or groups of users if required.

The System Specialist will monitor application incidents or problems and ensure that Service Level Agreements are met. They will address any areas of concern with the relevant Third Party Supplier to improve the overall service in line with the agreed contract.

The applications the Specialist focuses on may change with time as new products are introduced with the Digital Strategy.

During the eCare Electronic Patient Record project the workload will need to focus on supporting the project and getting ready for Go-Live. The team will need to be full time members of the Workstream developing the processes and supporting system design for an agreed area of scope. The team will be Workstream Configuration Analysts and contribute to the data collection worksheets and testing.

The Workstream Analysts will:

- Have an understanding of the project and associated timelines
- Review of Oracle Health's Model System configuration and any required localisation (detail of which is to be entered into the Oracle Health design documentation) taking direction from the Workstream Lead.
- To collect the necessary "content" for the configuration of the system from the identified Subject Matter Experts within the Organisation
- To identify and escalate risks, issues and process gaps to the programme management team
- To complete with Oracle Health the relevant deliverables eg DCWs as appropriate
- To attend events and workflow testing as agreed
- During cutover this role can be utilised as a Super User and post go-live they would form part of the Sustainment Support team
- Assist with testing during test cycles – managed by the Test Manager
- Once the appropriate training has been taken, they will be responsible for "Business as Usual"(BAU)

### **3. DIMENSIONS**

The Application Support Team hours of working are currently Monday to Friday between the hours of 08.30 and 17.00. With the forward progression to a fully Electronic Patient Record we will be evolving our support service to meet the Trust needs including 24/7 support cover eventually. Currently we provide 2nd line Out of Hours on-call support for critical patient system issues and this post will be expected to be part of this service.

The Teams supports over 50 Clinical or Business hospital systems and deal with around 3330 logged system issues a month in addition to their regular day to day administration and maintenance. In addition they are heavily involved with application projects bringing forward new software/changes for the Cornwall Healthcare Community.

The post holder has no responsibility on the scheme of delegation and observes a personal duty of care in relation to equipment and resources used in the course of their work.

### **4. ORGANISATION CHART**



## **5. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED**

### **Knowledge**

- Extensive knowledge of the software applications used throughout the Cornwall Healthcare Community from the basic user level to the in-depth background system administration and set up screens, together with knowledge of the routes of patient care, in order that faults/queries may be analysed effectively.
- Extensive knowledge of the application interfaces or integrations including any HL7 message feeds and system punch outs.
- Sound understanding of the Data Protection Act 2018, UK General Data Protection Regulations, Caldicott Report, Computer Misuse Act and Trust Security policy to ensure that all software system security is maintained at all times and data is administered appropriately.
- Educated to degree level or proven experience in a system specialist role.
- Practical knowledge of project management procedures.
- Effective user of Microsoft Office.

### **Skills**

- Ability to learn complex new systems quickly, analysing and developing essential system support protocols and ensuring written procedures are formed to set standards. The post holder will remain proficient in all aspects of the system.

- Ability to bring the software application from critical status back to normal working mode and ensuring any errors from the incident are dealt with in a timely manner and that the risk of reoccurrence is minimised for the future.
- Ability to analyse the impact of any potential change to the application or associated application, highlighting any risks and looking at ways to mitigate these.
- Ability to work as part of a project team and offer specialist advice on new software applications or enhancements conveying this information back to the Support sections and guiding them on any relevant actions they need to take.
- Ability to develop and produce reports for Users in accordance with National and Local reporting needs.
- Ability to work as part of the team providing an out of hours on-call 2nd line support service on essential system support.

### **Experience**

- Experience of working within a system support/back office environment together with good knowledge of the overall health environment and the way applications are used.
- Proven experience in organising and prioritising multiple tasks and workloads and meeting deadlines.

## **6. KEY RESULT AREAS**

### **Accountability and Freedom to Act**

This role reports to the Clinical & Business Team Leader.

Ability to work autonomously using your own initiative whilst managing your own time effectively to prioritise any competing demands and deliver any deadlines

Will be expected to lead on the life cycle of the application and maintain specialist knowledge and provide guidance and protocols to users within the Cornwall Health Community underpinned by theory.

Will be expected to recommend changes regarding the software, to escalate benefits and risks to the business for authorisation and then assist with the change management for safe delivery into the live environment.

Competent to deal with any of your defined application issues some of which may be complex and require you to coordinate several teams working together in order to resolve.

Act as a link person for application projects essentially to offer specialist advice on the 'best practice' use of existing software together with any necessary administration as the project moves into the live environment. Your experience of system support and projects will be a key factor in this and you will need to communicate any new information to the wider team.

### **Communication**

Excellent and clear communication both verbal and written.

Ability to communicate complex technical solutions to end users over the telephone, or face to face, using non-technical language if necessary.

Ability to provide clear advice and training/instruction on the application to various individuals or groups who may have limited IT knowledge and understanding.

Ability to write effective communication notices regarding any software incidents or changes outlining appropriate actions and contingency arrangements that to be engaged.

Communicate effectively and build a good working relationship with clinical and business solution users (Project Managers, Applications Support teams, Information Analysts, Software Developers, third party suppliers (both local and national) and system users).

Ability to represent the Trust at any Supplier User Group meetings and be able to present any issues and negotiate the best way forward with the group whilst remaining diplomatic, calm and professional.

### **Analytical & Judgement Skills**

Excellent problem solving skills together with the ability to think logically and laterally across several systems is essential for complex problem resolution.

Analyse and input data accurately on databases and spread sheets together with the ability to develop and produce reports in a clear format for various audiences.

Analyse complex computer system errors involving several sources and implement change to reduce the reoccurrence or monitoring processes to ensure timely resolution of future events.

Analyse potential system threats and recommend evasive action to maintain system stability.

### **Planning and Organisational Skills**

Provide effective call management and prioritise workload to ensure critical areas are responded to in a timely manner. In addition, monitor the system workload and co-ordinate this with fellow team members to ensure deadlines and SLAs (Service Level Agreements) are met.

Review third party service reports and ensure it meets the required contractual SLA attending Service Review Meetings to address any areas of concern and recommend areas of improvement.

Coordinate and drive forward application patches and upgrades including liaison with Third Party Suppliers, Information Asset Owners, Trust Users and CITS members to ensure a safe and successful implementation observing the current Change Management protocols.

### **Policy and Service Development**

Produce procedures and protocols on software application back office administration in order to maintain structure and standards.

Produce procedures and process for the application users within the Cornwall Health Community to ensure the application is used to its optimum level whilst minimising data quality issues.

Responsible for monitoring the contractual application support and highlighting any areas of concern to the Application Support Management.

### **Financial and Physical Resources**

The post holder has no responsibility on the Scheme of Delegation but observes a personal duty of care in relation to equipment and resources used in course of work.

### **Management/Human Resources**

Participate in an in-depth training programme to extend own knowledge of various applications the team supports

Mentor fellow team members to develop their system support skills and knowledge.

### **Information Resources**

Monitor the applications to ensure they are functioning correctly and ensure any remedial actions are made.

Undertake activities required to ensure Patient Identifiable information is accurate and true including the correction of data entry and development ways to improve data quality and educate users.

Ensure that system security is maintained at all times and in accordance with the Trust policies and procedures escalating any issues to the Team Leader and Application Support Manager.

Be able to provide front line Support Centre service in busy periods and for cover

### **Research/Development and Audit**

Audits own area of work.

Audits general use of the system to ensure it is in line with relevant legislation.

Assist with the development of the application to compliment the national move to an electronic health record.

### **Physical Effort**

There is a frequent requirement to be sat at the PC workstation for long periods of time when dealing with calls to resolve an issue on a system.

Able to travel and attend meetings as required.

### **Mental Effort**

Ability to work autonomously while managing your own workload.

The post holder will be working in an open office environment and will be expected to deal with calls with a lot of peripheral noise.

There may also be frequent interruptions to the workload, depending upon urgency of any system issue.

### **Emotional Effort**

On rare occasions you may be exposed to distressing or emotional circumstances involving the application data and use.

### **Working Conditions**

Able to travel to other sites as necessary to provide training/support or attend meetings in order to offer specialist advice to the group.

With the implementation of the Electronic Health Record it will be necessary for this post holder to work as part of an on-call rota and participate in flexible working hours in order to provide extended or out of hours support to Cornwall Health Community. As more processes become electronic we will need to move to a 24/7 2nd line support service.

## **5. MOST CHALLENGING PART OF THE JOB**

Delivering system support to a wide spectrum of NHS staff in the Cornwall Healthcare Community with a range of IT skills, requirements and knowledge.

Remaining calm and patient with staff who encounter difficulties whilst using applications who may not have an understanding of Information Technology.

Ensuring the various Clinical or Business applications are maintained to the optimum running level whilst delivering the service with an ever increasing demand on resources.

Driving forward new system enhancements/releases and ensuring the benefits are delivered to the organisations.

Ensuring you maintain your skills on other applications in order to be able to work as part of the team.

Monitoring and addressing any SLA concerns with the Third Party Supplier.

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## **6. OTHER**

### **GENERAL COMPLIANCE**

- The post holder must at all times carry out his/her duties with due regard to the Trust's Equal Opportunities Policy
- It is the responsibility of all employees to maintain a safe and healthy environment for patients, visitors and staff
- It is the responsibility of the post holder 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

- All staff who have access to or transfer data are responsible for that data and must respect confidentiality and comply with the requirement of the Data Protection Act 2018 and UK General Data Protection Regulations in line with the Trust's policies
- The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities
- Staff are required to comply with the requirements of the Freedom of Information of Act 2000 in line with Trust Policy
- The Post holder must comply with all RCHT Policies and Procedures.
- The Post holder must comply with the current regulatory framework that applies to NHS provider trusts.
- The Post holder must comply with the RCHT Mandatory Training policy.
- The Post holder must comply with all RCHT Risk Management & Health & Safety policies & procedures, including undertaking associated training as per the RCHT Mandatory Training policy. NB: A post-holder who has managerial accountability will have the added responsibility for the management and maintenance of the department/division/directorate risk register[s], ensuring that all appropriate risks are suitably identified, recorded via the appropriate routes, and acted upon. Specific duties are outlined in the Risk Management Policy to which you must comply with.
- The Post holder must comply with all aspects of confidentiality, professional codes of conduct [where relevant], the RCHT Staff Charter and the NHS Managers/Code of Conduct.
- The Post holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- If it is thought that you have breached your code of professional conduct and/or the Managers Code of Professional Conduct, the matter will be investigated in line with the Trust's disciplinary policy as a matter of personal misconduct. Where there appears to be a case to answer a disciplinary hearing will take place. At any stage of the process the Trust may refer the matter to your professional registering body for their consideration under their own registration review procedures.
- This job description will be subject to regular review and amended to meet the changing needs of the Trust.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER



## **7. JOB DESCRIPTION AGREEMENT**

Job holder's Signature:

Date:

Head of  
Department Signature:

Date:

Title:

**The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.**