

## JOB DESCRIPTION

**JOB TITLE: Technical Support Co-ordinator**

**BAND: Band 4**

**DEPARTMENT: Informatics Customer Operations**

**LOCATION: The post holder is expected to be flexible in travelling to sites across the Trust and to be available to work at any of its premises.**

**ACCOUNTABLE TO: Head of Informatics Customer Operations**

**REPORTS TO: Senior Technical Support Co-ordinator**

**RESPONSIBLE FOR: N/A**

### **MAIN PURPOSE OF THE JOB**

The Technical Support Co-ordinator is responsible, and accountable, for the timely and effective execution of installation and support tasks for Informatics equipment and solutions.

The main areas of activity are: configuration of Informatics equipment; installation of this equipment; configuration of telephones, fault-finding and support at the point of delivery and through the Service Desk. This is a Trust-wide role requiring both technical and interpersonal skills.

The post-holder will be expected to: resolve Informatics equipment problems: assist in the specification of new and replacement equipment: where appropriate be involved in the design and implementation of solutions for the Trust, including training, knowledge base and self-help materials.

The Technical Support Co-ordinator will need to demonstrate competence in all aspects of the support of a range of Informatics solutions. To maximise the benefits obtained by customers from Informatics by providing a responsive customer support service.

### **DIMENSIONS**

Northumberland, Tyne and Wear NHS Foundation Trust is one of the largest mental health and disability Trusts in England, employing more than 6,000 staff, serving a population of approximately 1.4 million, providing services across an area totalling 2,200 square miles. We work from over 60 sites across Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington.

**The post holder will commit to the vision and values of the Trust**

### **VISION AND VALUES**

The way we relate to each other, the way that we do our work needs to be reflective of our Trust's values. We all, regardless of role or seniority have an obligation to make sure that we live by our values.

Our values are:

To be caring and compassionate

- Put ourselves in other people's shoes
- Listen and offer hope
- Focus on recovery
- Be approachable
- Be sensitive and considerate
- Be helpful
- Go the extra mile

To be respectful

- Value the skill and contribution of others
- Give respect to all people
- Respect and embrace difference
- Encourage innovation and be open to new ideas
- Work together and value our partners

To be honest and transparent

- Have no secrets
- Be open and truthful
- Accept what is wrong and strive to put it right
- Share information
- Be accountable for our actions

### **ORGANISATIONAL CHART**



### **COMMUNICATION & RELATIONSHIPS**

- Demonstrate communication skills verbally and written.
- Communicate effectively with all levels of staff.
- Provide Informatics advice, information and training to all levels of staff in classroom and non-classroom environments.
- Maintain frequent contact with users for the duration of any support issues,

ensuring regular communication and frequent status updates are provided.

- Ability to work across multiple departments, organisations and agencies to and build working relationships to speed the resolution of informatics issues.
- Communicates complex informatics service issues to a wide range of internal and external staff, conveys informatics concepts and solutions clearly.
- Liaise with other functions across informatics and beyond to ensure 1st and 2nd level support calls are resolved in the shortest possible time.
- Provide training to support end users.
- Act as a role model for staff working within the Group.
- Act as an ambassador for the trust and its services.

## **KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE**

### *Qualifications*

- Must have a good standard of education to NVQ, HNC attainment or equivalent or appropriate level of skill.
- Desirable to have a computer or business orientated qualification.
- Desirable to have the ITIL Foundation Qualification.

### *Knowledge*

- Good understanding of Personal Computers (PCs), Printers, and a good grasp of current windows applications.
- Knowledge of one or more computer system(s), hardware or software acquired through diploma or equivalent experience/qualification.
- Working knowledge of providing advanced technical support either in direct response to a Service Desk call or through escalation of highly complex non-standard issues from Informatics support staff.
- Knowledge of personal computer/ server hardware including configuration techniques.
- Good working knowledge of system administrative tools, backup and anti-virus technologies.
- Knowledge of ongoing developments in the technical environment
- Knowledge of the NHS and its utilisation of IT would be desirable.
- Knowledge of ITIL methodology would be desirable.
- Knowledge of the Data protection legislation and integrated would be desirable.

### *Skills*

- Ability in working with a diverse range of operating systems and applications.
- Strong technical skills with an overarching view of several technologies and demonstrable specialist skills in several areas including internetworking, telephony, Microsoft server products.
- Advanced keyboard skills with requirements to use specialist tools to configure various Informatics hardware.
- Ability to work and communicate with a wide range of professional groups at various levels.
- Able to work with minimal supervision but recognises appropriate time for escalation.
- Ability to manage customer complaints moving these to positive outcomes where possible.

- Ability to comment on and follow written procedures and knowledge base regarding common technical tasks, and contribute to the continual development and improvement of these procedures.

#### *Experience*

- At least 1 years experience working in an Informatics environment, providing customer support for Microsoft Windows technologies.
- Experience in working with a diverse range of operating systems and applications.
- Experience of delivering training would be desirable.
- Experience in supporting Microsoft Back office products.
- Experience of building standard and also non-standard machine configurations, creating and restoring hard disk images and partitions using appropriate software.

#### **ANALYTICAL AND JUDGEMENTAL SKILLS**

- Analyse situations taking into consideration a range of facts and interpreting these appropriately.
- Provide second line support to end users on a technical level.
- Negotiate and discuss with colleagues individual cases with a view to resolution suitable to the customer.
- Use knowledge to communicate sound technical decisions.
- Under guidance of senior informatics staff carry out basic network diagnostic testing and replace network devices.

#### **PLANNING AND ORGANISATIONAL SKILLS**

- Organise and prioritise normal workloads which include straightforward activities.
- Manage and prioritise own workload.
- Requirement to adjust priorities frequently as incident calls are received.

#### **PHYSICAL SKILLS**

- The job role requires frequent manual lifting and handling of equipment, i.e. printers, PCs etc.
- Full UK Driving license is required to be mobile across all Trust sites and services.

#### **PATIENT CARE AND FAMILY INVOLVEMENT**

- Incidental contact with service users in the care environment.

#### **POLICY AND SERVICE DEVELOPMENT**

- Support the development of, and provide a customer-focussed support approach within the department
- Ensures Trust security policies are followed stringently and that relevant security patches are actively sought and installed quickly. Investigates virus outbreaks and other security breaches and reports findings to the Support Manager.
- In accordance with developed procedures undertake support work in relation to IP Telephony systems.
- Comment on and follow support policies and procedures within the technical support team.

#### **FINANCIAL AND PHYSICAL RESOURCES**

- Responsible for the proper and safe use of Informatics equipment by users by

ensuring proper advice is given.

- Prepare obsolete equipment for disposal including the removal of confidential or sensitive information in accordance with documented procedures.
- Implement and maintain Informatics solutions and equipment across the trust, including participation in Trust wide projects.
- Install and maintain standard configuration Trust telephony devices and associated hardware.
- Undertake basic telephony system administration, including configuration of new lines and devices, set up of voicemail systems, basic configuration changes.
- Provide basic server and network support duties in accordance with documented procedures.

### **HUMAN RESOURCES**

- Supports users with any technical queries
- Provides second line support, advice and training to users in the use of Informatics solutions.
- Investigate and solve equipment problems to ensure Trust staff are able to perform their daily duties.
- Provide assistance and training for Microsoft applications and operating systems, including Microsoft Office and Windows as well as reporting in accordance with departmental procedures.
- Demonstrates that the knowledge and skills of the recipient are considered when communicating with them.

### **INFORMATION RESOURCES**

- Tracking and managing incidents and ensuring that calls are resolved to the user's satisfaction within the agreed service levels, or escalated as appropriate.
- Monitors the Trust network requirements liaising with users to ensure equipment attached to the network gives acceptable response times.
- Maintaining frequent contact with user's for the duration of any support issues, ensuring regular communication and frequent status updates are provided.
- Provide assistance and training for Microsoft applications and operating systems including Microsoft Office and Windows as well as reporting in accordance with departmental procedures.
- Adhere to documented standards and procedures, follow call logging procedures and respond to escalated, complex and high impact user calls in a timely fashion.
- Provide technical advice, information and training to all levels of staff in a classroom and non-classroom environment.
- Aim to increase the number of calls closed by the technical support team on first contact and to customers satisfaction.

### **RESEARCH AND DEVELOPMENT**

- Develop and maintain standard operating procedures to ensure the efficient running of the Trust's equipment and support.
- Continually improve personal skills using new hardware and software, and suggest new methods of working.
- Analyse performance information to identify trends and issues.
- Research and organise the ordering of hardware and software to meet user requirements

- Provides and receives advice and training in their area of expertise.
- Support the development and maintenance of training material for a range of systems and solutions.
- Ensure professional knowledge is regularly updated and keep abreast of relevant developments.
- Take responsibility for self-development on a continuous basis, undertaking this in work or development opportunities as appropriate.

### **FREEDOM TO ACT**

- The Technical Support Co-ordinator will use his/her initiative to quickly resolve critical Informatics support issues that could be affecting Trust wide access to essential systems or solutions.
- Expected results are defined by line manager, but decisions on how they are best achieved is decided by post holder.
- A detailed explanation of user problems will be provided, how to achieve the best results is often left to the discretion of the Technical Support Co-ordinator.
- Works as part of a team acting within defined policies and procedures.

### **Effort and Environment**

#### **Physical:**

- The job role requires frequent manual lifting and handling of equipment, i.e. printers, PCs etc.
- Work in confined spaces, moving and maintaining equipment.
- Will be expected to travel to different sites to provide technical support or training.
- Occasional exposure to dust, dirt, smell or noise when maintaining/ installing equipment.
- Occasional exposure to health and safety hazards when attending meetings for site re-development work where Informatics installation requirements need to be assessed.
- Use of Visual Display Unit equipment more or less continually on most days.
- Frequent use of personal vehicle whilst travelling between Trust sites.
- The Technical Support Co-ordinator should be flexible in providing support and training at a number of Trust premises, including occasional home working.

#### **Mental:**

- Frequent short notice tasks of a highly complex nature which require extended periods of concentration (e.g. check configuration of equipment and determine reasons for failure or degradation in performance).
- Study key and highly complex system specifications and ensure Informatics solutions are appropriate and technically compatible.
- Unpredictable workload dependent on quantity and urgency of support requests.

#### **Emotional:**

- Rare exposure to emotional or distressing circumstances, largely relating to staff complaints, disciplinary actions and mental health patients.
- Occasional confinement to locked corridors, rooms or offices in an inpatient environments.

## **SAFEGUARDING**

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

## **HEALTH AND SAFETY**

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

## **TRUST CLINICAL GOVERNANCE STRATEGY**

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide

### **Information of a Confidential Nature or Access to Confidential Information**

"To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information"

## **INFECTION CONTROL**

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

## **CALDICOTT RESPONSIBILITIES:**

### **Principle 1. Justify the purpose(s) for using confidential information**

Every proposed use or transfer of personal confidential data within or from an organisation should be clearly defined, scrutinised and documented, with continuing uses regularly reviewed, by an appropriate guardian.

### **Principle 2. Don't use personal confidential data unless it is absolutely necessary**

Personal confidential data items should not be included unless it is essential for the specified purpose(s) of that flow. The need for patients to be identified should be

considered at each stage of satisfying the purpose(s).

**Principle 3. Use the minimum necessary personal confidential data**

Where use of personal confidential data is considered to be essential, the inclusion of each individual item of data should be considered and justified so that the minimum amount of personal confidential data is transferred or accessible as is necessary for a given function to be carried out.

**Principle 4. Access to personal confidential data should be on a strict need-to-know basis**

Only those individuals who need access to personal confidential data should have access to it, and they should only have access to the data items that they need to see. This may mean introducing access controls or splitting data flows where one data flow is used for several purposes.

**Principle 5. Everyone with access to personal confidential data should be aware of their responsibilities**

Action should be taken to ensure that those handling personal confidential data - both clinical and non-clinical staff - are made fully aware of their responsibilities and obligations to respect patient confidentiality.

**Principle 6. Comply with the law**

Every use of personal confidential data must be lawful. Someone in each organisation handling personal confidential data should be responsible for ensuring that the organisation complies with legal requirements.

**Principle 7. The duty to share information can be as important as the duty to protect patient confidentiality**

Health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by these principles. They should be supported by the policies of their employers, regulators and professional bodies.

**Sustainability**

The Trust attaches great importance to sustainability and corporate social responsibility. To achieve this, it is the responsibility of all staff to minimise the environmental impact of their day to day activities and address to Trust policies on sustainability, waste, resource usage and governance.

**Clinical Effectiveness:**

This section involves ensuring that health care professionals are aware of their responsibility to be clinically effective in their role. Clinical effectiveness refers to the extent to which our interventions do what they are intended to do – maintain and improve the health of service users, and secure the greatest possible health gain from the available resources.

To practise clinical effectiveness means to provide the highest standards of care based on sound evidence. There is an expectation that staff think critically about what they do, question whether it is having the desired result and make necessary changes to practice. His approach is applicable at all levels within the NTW meaning that clinical effectiveness is everyone's responsibility. Therefore all members of staff should aim to contribute towards this though using the critical thinking approach above in order to deliver improvement. There is also a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities which continuously improve the quality of services that they provide.

Staff should aim to ensure that this is part of their everyday work and to monitor how this helps to achieve personal clinical effectiveness. As part of continuing professional development there is an expectation that staff are able to demonstrate where they have contributed to clinical effectiveness through the NTW appraisal system, through personal development plans, and where appropriate, thought clinical supervision procedures.

**ACCESS TO CONFIDENTIAL INFORMATION:**

To be aware of the nature of information dealt with within the NHS, and to work in a manner, which ensures confidentiality and security of this information.

**This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.**

**The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.**

**JOB DESCRIPTION AGREEMENT**

**Post Title:** .....

**Post Holder's Name:** .....

**Post Holder's Signature:** ..... **Date:**.....

**Line Manager's Name:** .....

**Line Manager's Signature:** ..... **Date:** .....

QUALIFICATIONS	ESSENTIAL	DESIRABLE
<p><b><u>Certificates and Experience</u></b></p>	<ul style="list-style-type: none"> <li>• Must have a good standard of education to NVQ, HNC attainment or equivalent or appropriate level of skill.</li> <li>• At least 1 years experience working in an Informatics environment, providing customer support for Microsoft Windows technologies.</li> <li>• Experience in working with a diverse range of operating systems and applications.</li> <li>• Experience in supporting Microsoft Back office products.</li> <li>• Experience of building standard and also non-standard machine configurations, creating and restoring hard disk images and partitions using appropriate software.</li> </ul>	<ul style="list-style-type: none"> <li>• Desirable to have a computer or business orientated qualification.</li> <li>• Desirable to have the ITIL Foundation Qualification.</li> <li>• Experience of delivering training would be desirable.</li> </ul>
<p><b><u>Knowledge</u></b></p>	<ul style="list-style-type: none"> <li>• Good understanding of Personal Computers (PCs), Printers, and a good grasp of current windows applications.</li> <li>• Knowledge of one or more computer system(s), hardware or software acquired through diploma or equivalent experience/qualification.</li> <li>• Working knowledge of providing advanced technical support either indirect response to a Service Desk call or</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of ongoing developments in the technical environment</li> <li>• Knowledge of the NHS and its utilisation of IT would be desirable.</li> <li>• Knowledge of ITIL methodology would be desirable.</li> <li>• Knowledge of the Data protection legislation and integrated would be desirable.</li> </ul>

	<p>through escalation of highly complex non-standard issues from Informatics support staff.</p> <ul style="list-style-type: none"> <li>• Knowledge of personal computer/ server hardware including configuration techniques.</li> <li>• Good working knowledge of system administrative tools, backup and anti-virus technologies.</li> </ul>	
<p><b><u>Skills</u></b></p>	<ul style="list-style-type: none"> <li>• Ability in working with a diverse range of operating systems and applications.</li> <li>• Strong technical skills with an overarching view of several technologies and demonstrable specialist skills in several areas including internetworking, telephony, Microsoft server products.</li> <li>• Advanced keyboard skills with requirements to use specialist tools to configure various Informatics hardware.</li> <li>• Ability to work and communicate with a wide range of professional groups at various levels.</li> <li>• Able to work with minimal supervision but recognises appropriate time for escalation.</li> <li>• Ability to manage customer complaints moving these to positive outcomes where possible.</li> <li>• Ability to comment on and follow written procedures and</li> </ul>	

	<p>knowledge base regarding common technical tasks, and contribute to the continual development and improvement of these procedures.</p> <ul style="list-style-type: none"> <li>• Analyse situations taking into consideration a range of facts and interpreting these appropriately.</li> <li>• Provide second line support to end users on a technical level.</li> <li>• Negotiate and discuss with colleagues individual cases with a view to resolution suitable to the customer.</li> <li>• Use knowledge to communicate sound technical decisions.</li> <li>• Under guidance of senior IT staff carry out basic network diagnostic testing and replace network devices.</li> <li>• Organise and prioritise normal workloads which include straightforward activities.</li> <li>• Manage and prioritise own workload.</li> <li>• Requirement to adjust priorities frequently as incident calls are received.</li> <li>• The job role requires frequent manual lifting and handling of equipment, i.e. printers, PCs etc.</li> <li>• Full UK Driving license is required to be mobile across all Trust sites and services.</li> </ul>	
<p><b><u>Behaviours</u></b></p>	<ul style="list-style-type: none"> <li>• Required to be mobile across all sites and</li> </ul>	

	<p>services within the Trust.</p> <ul style="list-style-type: none"><li>• Flexible approach to working hours, maintaining an effective work / life balance in line with IWL principles.</li><li>• Commitment to Equal Opportunities.</li><li>• Able to learn from constructive criticism.</li><li>• Ability to meet tight deadlines within a pressurised work environment.</li><li>• Highly motivated.</li><li>• Analytical approach.</li><li>• Pleasant, friendly disposition.</li><li>• Focussed and completer/ finisher.</li><li>• Passionate about enhancing Mental Health and Learning Disability Services.</li><li>• The Technical Support team operate a rota to ensure support by the Technical Support, which may be changeable depending on the demands of the clinical and corporate services it supports. There may an increasing requirement for early/ late shift cover and changeable working patterns.</li><li>• The post holder will be expected to participate in the technical support field work rota. This will involve rotating between office and field base on set days of the week, to be agreed.</li></ul>	
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