

JOB DESCRIPTION

JOB TITLE: Senior Technical Support Co-ordinator

BAND: Band 5

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: Support Manager

RESPONSIBLE FOR: Technical Support Co-ordinators

MAIN PURPOSE OF THE JOB

The Senior Technical Support Co-ordinator is responsible, and accountable, for the timely and effective execution of installation and support tasks for Informatics equipment and solutions. In addition there is a requirement to undertake basic network and server support tasks.

The main areas of activity are: configuration and installation of equipment; 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 technical 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.

The Senior Technical Support Co-ordinator will need to demonstrate competence in all aspects of the support of Informatics solutions.

The post holder will be expected to support and provide assistance to the Technical Support Co-ordinators. To minimise the impact of technical problems on patient care, support services and management by managing them through to completion on behalf of customers

Provide advanced technical support to the trusts 7500 employees, 5000 users, over 3000 PCs/Laptop Computers, more than 100 sites spread across a wide geographical area.

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.
- Maintain frequent contact with user's 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 technical 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.
- Act as a role model for staff working within the department.
- Act as an ambassador for the trust and its services.
- Promote the objectives and ethos of the Trust at all times.

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

Qualifications

- Must be educated to degree level or equivalent experience.
- Desirable to have a computer or business orientated qualification.
- Desirable to have the ITIL foundation qualification.

Knowledge

- A good understanding of a range of Informatics equipment, 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
- Excellent working knowledge in providing advanced technical support either in direct response to a helpdesk call or through escalation of highly complex non-standard issues from Informatics support staff
- Knowledge of ongoing developments in the technical environment
- Knowledge of the NHS and its utilisation of Informatics.
- Knowledge of ITIL methodology.
- Knowledge of the Data protection legislation.
- Knowledge of integrated governance.

Skills

- Ability to understand, absorb and comply with detailed procedures.
- Ability to work independently and also be a Team Worker.
- Strong technical skills with an overarching view of several technologies and demonstrable specialist skills in several areas including internetworking, telephony, Microsoft server products.
- Excellent ability in working with a diverse range of operating systems and applications.
- Advanced keyboard skills with requirements to use specialist tools to configure

various informatics hardware.

- A confident and professional telephone manner.
- Ability to approach calls in a logical and methodical manner.
- Ability to work and communicate with a wide range of professional groups at various levels.
- Ability to prioritise and manage own work load.

Experience

- At least 3 years experience working in an Informatics environment, providing advanced technical support for Microsoft Windows technologies.
- Experience of staff supervision would be desirable.
- Experience of designing and delivering training would be desirable.
- Experience of 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.
- Negotiate and discuss with colleagues individual cases with a view to resolution suitable to the customer.
- Use knowledge to communicate sound technical decisions

PLANNING AND ORGANISATIONAL SKILLS

- Organise and prioritise normal workloads which include straightforward activities.
- Manage and prioritise own workload, and workload of Technical Support Co-ordinators.
- Requirement to assist with the planning and implementation of projects.
- Requirement to co-ordinate tasks in relation to technical solutions to meet service and Trust requirements.

PHYSICAL SKILLS

- The job role requires frequent manual lifting and handling of equipment, i.e. printers, PCs etc.
- Full UK driving license 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 by working with the Live Service Manager and Support Manager to identify the most effective and efficient support model.
- Conduct problem analysis to identify root causes of recurring issues and support development of fixes, training or communication packages with other Customer Operations teams.
- Support the development of system policies and ensure policies are adhered to ensure support functions comply with relevant security requirements and statutory legislations.

- Support the development and delivery of training packages in relation to technical solutions.
- Support development of processes for use within the technical support team and ensure processes are adhered to.
- Monitor professional standards of support personnel.

FINANCIAL AND PHYSICAL RESOURCES

- Responsible for the proper and safe use of IT 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.
- Obtain and prepare written quotes for a diverse range of Informatics equipment, raise requisitions and maintain department expenditure.
- Implement and maintain Informatics solutions across the Trust, including participation in Trust wide projects.
- Develop and document variations and custom versions of Trust standard builds to meet specific business requirements.
- 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

- Provides and receives training and advice and training in their area of expertise.
- Demonstrates that the knowledge and skills of the recipient are considering when communicating with them.
- Provide second line support, advice and training to end users on a technical level.
- Investigate and solve equipment problems to ensure staff are able to perform their daily duties.
- Supervise the workload, prioritisation and performance of the Technical Support Co-ordinators.

INFORMATION RESOURCES

- Responsible for the day to day supervision of the Technical Support Co-ordinators to ensure calls are logged, prioritised and escalated appropriately.
- 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.
- Maintain IT asset databases that details to location of hardware and software.
- 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.
- Develop and maintain standard operating procedures to ensure the efficient running of Trust equipment and solutions.
- Aim to increase the number of calls closed by the technical support team on first contact and to customers satisfaction.

RESEARCH AND DEVELOPMENT

- Assist in the implementation and upgrade of hardware/ software of Trust equipment and operating systems.
- Develop and maintain standard operating procedures to ensure the efficient running of Trust equipment and support.
- Ensure Trust security policies are following stringently and that relevant security patches are actively sought and installed quickly. Investigates virus outbreaks and other security breaches and reports findings to Support Manager.
- Produce agreed performance information in relation technical support services.
- Constantly analyse performance information to identify trends and issues and recommend a course of action.
- 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 Senior 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.
- 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 Senior Technical Support Co-ordinator.
- Works as part of a team acting within defined policies and procedures.
- Gives advice and supervision to the Technical Support Co-ordinator(s) as required.

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 IM&T 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 Senior 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 all IT hardware is appropriate and technically compatible.
- Unpredictable workload dependent on quantity and urgency of support requests

Emotional:

- Occasional exposure to emotional or distressing circumstances, largely relating to staff complaints, disciplinary actions and service users.
- Occasional confinement to locked corridors, rooms or offices in an in-patient 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><u>Certificates and Experience</u></p>	<ul style="list-style-type: none"> • Must be educated to degree level or equivalent experience. • At least 3 years experience working in an Informatics environment, providing advanced technical support for Microsoft Windows technologies. • Experience of 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. 	<ul style="list-style-type: none"> • Desirable to have a computer or business orientated qualification. • Desirable to have the ITIL foundation qualification. • Experience of designing and delivering training would be desirable. • Experience of staff supervision would be desirable.
<p><u>Knowledge</u></p>	<ul style="list-style-type: none"> • A good understanding of a range of Informatics equipment, 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. • Excellent working knowledge in providing advanced technical support either in direct response to a helpdesk call or through escalation of highly complex non-standard issues from Informatics support staff. • Knowledge of ongoing 	<ul style="list-style-type: none"> • Knowledge of the NHS and its utilisation of Informatics. • Knowledge of ITIL methodology. • Knowledge of the Data protection legislation. • Knowledge of integrated governance.

	developments in the technical environment.	
<u>Skills</u>	<ul style="list-style-type: none"> • Ability to understand, absorb and comply with detailed procedures. • Ability to work independently and also be a Team Worker. • Strong technical skills with an overarching view of several technologies and demonstrable specialist skills in several areas including internetworking, telephony, Microsoft server products. • Excellent ability in working with a diverse range of operating systems and applications. • Advanced keyboard skills with requirements to use specialist tools to configure various IM&T hardware. • Ability to approach calls in a logical and methodical manner. • Ability to work and communicate with a wide range of professional groups at various levels. • Ability to prioritise and manage own work load. • Analyse situations taking into consideration a range of facts and interpreting these appropriately. • Negotiate and discuss with colleagues individual cases with a view to resolution suitable to the customer. • Use knowledge to communicate sound 	

	<p>technical decisions.</p> <ul style="list-style-type: none"> • Organise and prioritise normal workloads which include straightforward activities. • Manage and prioritise own workload, and workload of Technical Support Co-ordinators. • Requirement to assist with the planning and implementation of projects. • Requirement to co-ordinate tasks in relation to technical solutions to meet service and Trust requirements. • The job role requires frequent manual lifting and handling of equipment, i.e. printers, PCs etc. • Full UK driving license required to be mobile across all Trust sites and services. 	
<p><u>Behaviours</u></p>	<ul style="list-style-type: none"> • Highly developed interpersonal skills. • High level of personal motivation. • Enthusiastic, forward thinking and a strong leader. • High focus on customer service and user requirements. • Fair, reasonable and approachable manner. • Reliable. • Able to learn from constructive criticism. • Ability to meet tight deadlines within a pressurised work environment. • Highly motivated. • Analytical approach. • Pleasant, friendly 	<ul style="list-style-type: none"> •

	<p>disposition.</p> <ul style="list-style-type: none">• Focussed and completer / finisher.• Flexible approach to working hours, maintaining and effective work/ life balance in line with IWL principles.• Passionate about enhancing Mental Health and Learning Disability Services.• The Technical Support team operate a rota to ensure support by the Technical Support team, 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.• 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.	
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