

## JOB DESCRIPTION

**JOB TITLE:** Technical Mobile Device Management Administrator

**Grade:** 5

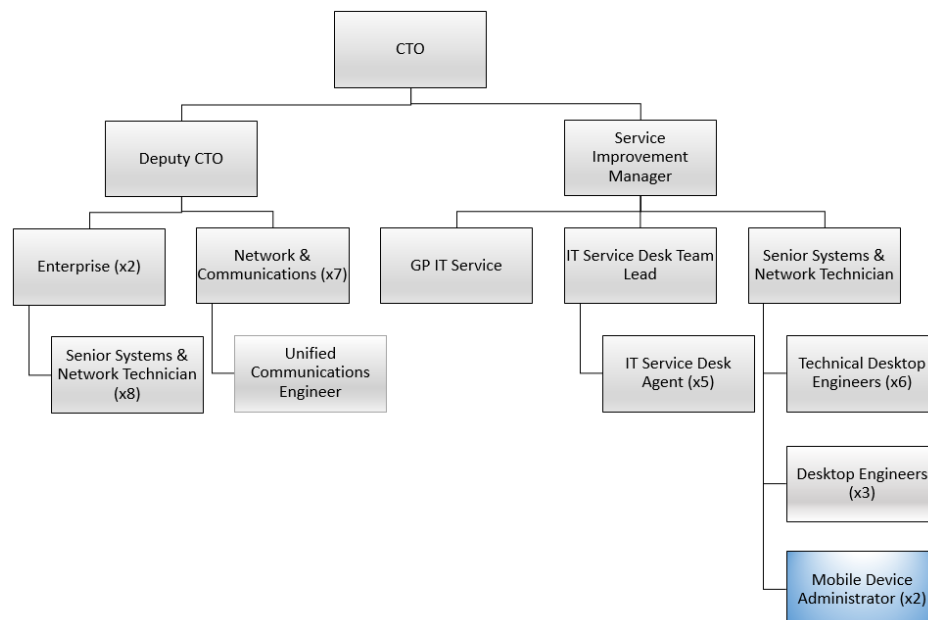
**Hours of Work:** 37.5

**Division:** Informatics

**Base:** Royal Bolton Hospital

**Managerially Accountable to:** Service Improvement Manager

## ORGANISATION CHART:



## JOB PURPOSE:

The post-holder will be a member of the Mobile Device Team within the IT Department where teamwork is essential

The provision of a responsive and effective Mobile Device administration service including the administration of SIM card related tasks and initial setup of mobile devices.

The post holder requires good customer service skills and organisational ability and must be flexible and able to work under pressure.

To be highly motivated and enthusiastic individual, providing excellent planning, support, administrative and organisational skills. Effectively communicating both verbally and in written form with people at all levels including senior staff and stakeholders in the NHS and partner organisations.

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## **Key Responsibilities**

- To be lead specialist in at least 4 technical disciplines as defined by the Knowledge Skills Framework Document.
- To provide 2<sup>nd</sup> Line support within an IT Infrastructure which utilises Microsoft 365 Technologies, including InTune and Airwatch
- To support the running of an effective Microsoft 365 Technologies InTune and Airwatch infrastructure including user management
- Provide training and mentorship to new starters or less experienced IT staff in line with the IT Team Skills Development Programme
- SIM supplier contract administration and reporting
  
- To provide SIM card administration for all new SIM cards and existing SIM Cards
  
- Monitor and maintain SIM card stock levels and order new stock when needed
  
- Initial setup of smart devices, IPADS, Smartphones ASCOM devices, Android tablets, mobile phones.
  
- Enroll devices in Office 365 InTune and Airwatch
- Office 365 InTune and Airwatch Administration
- Produce reports and provide analysis
- Identify and manage system / device lifecycles
- Device compliance management
- Creation management & troubleshooting of device configuration profiles.
- Provide first time fixes and resolutions to ICT related incidents and requests where appropriate via telephone and face to face.
  
- Provide excellent customer service when dealing with customers via telephone and electronic mail and in person.
- To participate where required in IT projects.
  
- Assist training other members of IT Staff.
- Liaise and communicate effectively both verbally and in written form with internal staff and external colleagues at all levels.
- To identify gaps in the asset database; checking and amending register which could be adding or removing equipment details to ensure that the asset register is up to date.
- Provide effective IT technical support at all sites within the Trust
  
- To participate with Service Desk duties and record all incidents reported by users on the service desk software ensuring that:
  - All contact details are checked and verified
  - An accurate description of the incident is recorded onto the Service Desk call logging system

- An appropriate priority is assigned to the incident
  - All updates from the customer or assigned officer are recorded accurately and in a timely manner.
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- Review order requests on the Service Desk. Management of quotations, review authorisation of quotations.
  - Management of Sim cards on 3<sup>rd</sup> party system to include order new, troubleshooting/test and management of Sim cards Liaise with relevant third party maintenance company's, recording and escalating any hardware/software problems as required
  - establish and maintain positive working relationships within the IT Team, key stakeholders and all Trust departments
  - manage own workload with minimum supervision
  - contribute to policies and protocols for own work area
  - work autonomously but within departmental procedures
  - Supervise junior team members
  - Asset management of all new and existing mobile devices to include updating and review of assets on IT Services Asset Management Records.
  - Managing user experience of deploying a new mobile device, arranging collection appointments or troubleshooting/test support.
  - To monitor, manage and resolve calls logged on the service desk logging system against agreed SLAs (Service Level Agreements).
  - To manage the service user experience and their expectations by keeping service user's updated on the status of their reported incident.
  - To liaise with third party suppliers where incidents have been escalated to obtain feedback of resolution progress in order to keep the user updated on progress.
  - To receive complaints either in writing or verbally and to refer to the departments escalation process for resolution.
  - Continued personal development of knowledge and requirements to support changes in current software, and to support new software as required.
  - To use a library of knowledge as reference when supporting customers.
  - Undertake other duties as required to support the service at the request of the Senior Manager's.
  - To participate in the trusts disaster recovery plan
  - Participate in working across shift patterns, to cover between 08:00 and 20:30.
  - Provide excellent communication, reporting and documentation

## Our Values



- *Vision*

*We have a plan that will deliver excellent health and care for future generations, working with partners to ensure our services are sustainable.*

*We make decisions that are best for long term health and social care outcomes for our communities*

- *Openness*

*We communicate clearly to our patients, families and our staff with transparency and honesty*

*We encourage feedback from everyone to help drive innovation and Improvements*

- *Integrity*

*We demonstrate fairness, respect and empathy in our interactions with people*

*We take responsibility for our actions, speaking out and learning from our mistakes*

- *Compassion*

*We take a person-centred approach in all our interactions with patients, families and our staff*

*We provide compassionate care and demonstrate understanding to everyone*

- *Excellence*

*We put quality and safety at the heart of all our services and processes*

*We continuously improve our standards of healthcare with the patient in mind*

## LEGAL & PROFESSIONAL RESPONSIBILITIES

- Adhere to Trust and departmental policies and procedures.
- Maintain a safe environment for yourself and others, taking reasonable care to avoid injury. Co-operate with the Trust to meet statutory requirements.
- Maintain registration, and nursing competencies, and comply with NMC code of Professional Conduct, and related documents.
- Sustain and improve own professional development by personal study, work based learning activities, and by using opportunities provided by the Trust.
- Keep up-to-date with legal matters that may arise during the course of duty.

### **Health, Safety and Security:**

- All employees have a duty to report any accidents, complaints, defects in equipment, near misses and untoward incidents, following Trust procedure.
- To ensure that Health and Safety legislation is complied with at all times, including COSHH, Workplace Risk Assessment and Control of Infection.

### **Confidentiality:**

- Working within the trust you may gain knowledge of confidential matters which may include personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

### **Data Quality**

- All employees are reminded about the importance of Data Quality and staff should make themselves aware of both departmental and corporate objectives for Data Quality.
- Data Quality forms part of the appraisal and objective setting process for staff responsible for data entry and data production; staff should ensure that they adhere to policies and procedures at all times. Failure to do so may result in disciplinary action being taken.

### **Codes of Conduct and Accountability:**

- You are expected to comply with relevant Bolton NHS Foundation Trust codes of conduct and accountability.

### **Infection Prevention and Control:**

- You must comply with all relevant policies, procedures and training on infection prevention and control.

**Safeguarding Children and Vulnerable Adults:**

- You must comply with all relevant policies, procedures and training on safeguarding and promoting the welfare of children and vulnerable adults.

**Valuing Diversity and Promoting Equality:**

- You must comply with all relevant policies, procedures and training on valuing diversity and promoting equality.

**Training:**

- Managers are required to take responsibility for their own and their staff's development.
- All employees have a duty to attend all mandatory training sessions as required by the Trust.

Any other general requirements as appropriate to the post and location

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the postholder.

Date Prepared: September 2023

Prepared By: Farouk Patel - CTO

Agreed By:

Employee's Name and Signature:

Date:

Manager's Name and Signature:

Date:

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