



Moorfields  
Eye Hospital  
NHS Foundation Trust



# Job description and person specification

Engineer – End User Technology



## Job description

<b>Job title:</b>	Engineer – End User Technology
<b>Department:</b>	IT Operations
<b>Grade:</b>	Band 5
<b>Responsible to:</b>	Lead Engineer
<b>Accountable to:</b>	IT Service Manager
<b>Location:</b>	All sites
<b>Hours:</b>	37.5 hours per week, with on-call rota

### MY JOB MAKES LIVES BETTER BY...

Ensuring that our end user technology is running smoothly, and we're resolving incidents as swiftly as possible for end users. I also keep at the forefront of digital technology initiatives, ensuring that our digital solutions put people at the heart of all that we do.

### THE POST

We are at a pivotal stage of our digital journey and have an ambitious portfolio of digital technology initiatives ahead of us, all grounded around – empowering patients and service users; improving the experience navigating the healthcare system and joining up systems and data across to better meet the needs of citizens.

This role is part of the IT Operations, who are responsible for:

- Maintaining our IT services and ensuring they remain operational, performant, supported, fit-for-purpose and meeting the needs of our end users
- As IT subject matter experts, contributing to the design and development of new products and services
- Improving user experience in our systems and processes



- Proactively maintaining our IT service portfolio and reducing technical debt

There are a number of different teams within IT Operations, aligned to specific user needs / services. Each IT service team will have a number of different services that form the service offering to end users.

End user technology engineers are responsible for managing the product life cycle of all service-raised incidents (incident control) and all service requests (request control), requiring the use of knowledge management. In this role, you will also be responsible for informing customers on progress and advising on workarounds where necessary, as well as the support and maintenance of end user technology services.

The end user technology service team is responsible for a variety of different services, covering:

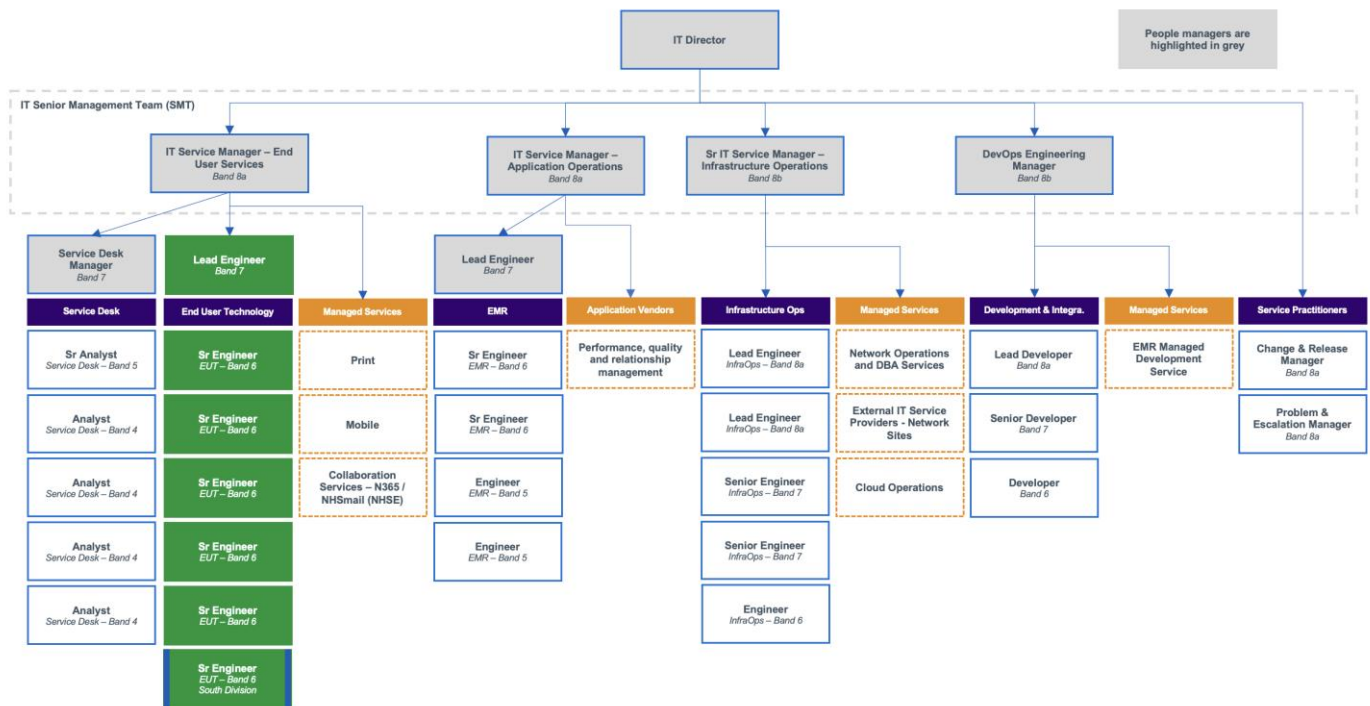
- Endpoints – desktops, laptops, thin clients
- Mobile devices – mobiles, tablets, scanners
- Print – multi-function devices, label printing
- Collaboration services – audio visual equipment, messaging, content collaboration

You will put people at the heart of everything you do – with a relentless focus on user experience and ensuring all our user needs are met across sites at Moorfields Eye Hospital NHS Foundation Trust.

With the ever-increasing need and interest in the use of digital technology in healthcare, you will be part of a team of Digital, Data and Technology experts that delivers service improvements and keeps at the forefront of new technology.

## ORGANISATIONAL CONTEXT

This role is part of the End User Technology team, highlighted below:



## KEY WORKING RELATIONSHIPS

- All staff
- Patients and service users
- Digital, Data and Technology teams
- External suppliers

## KEY ACCOUNTABILITIES FOR THIS ROLE

An end user computing engineer maintaining hardware and fixing technical problems as quickly as possible.

At this role level, you will:

- provide first-time resolution by troubleshooting and diagnosing or escalating faults (or both) to service desk managers, incident managers and problem managers to investigate and resolve
- coach associates and share knowledge with team colleagues



## **Asset and configuration management**

- Maintain secure configuration and accurate information, controlling IT assets in one or more significant areas
- Verify the location and state of assets, supporting the full IT Asset Management lifecycle (from request through to retirement)

## **Change management**

- Implement simple changes based on requests for change
- Apply change control procedures.

## **Continual service improvement**

- Implement policies and proposes process optimisation, and contributes to the implementation of proposed solutions
- Support specific activities to improve processes
- Spot or identify obvious deficiencies

## **Financial management**

- Personal duty of care in relation to IT equipment, resources and authoriser for small payments

## **Incident management**

- Identify and register incidents, gathering the required information and allocating it to the appropriate channel

## **Ownership and initiative**

- Own an issue until a new owner has been found or the problem has been mitigated or resolved



## **Problem management**

- Investigate problems in systems, processes and services, with an understanding of the level of a problem (for example, strategic, tactical or operational)
- Contribute to the implementation of remedies and preventative measures

## **Service focus**

- Take inputs and establish coherent frameworks that work

## **Service reporting**

- Ensure the service management platform is up-to-date at all times with Customer Service activities
- Collate data from repositories and provide basic reporting

## **Technical specialism**

- Assist in technical support activities and carry out agreed or routine maintenance and administration tasks

## **Technical understanding**

- Show an awareness of the relevant subject matter and a high-level understanding of what it involves, in the following domains:
  - End User Computing
  - Print
  - Mobile
  - Collaboration Services

## **Testing**

- Correctly execute test scripts under supervision
- Understand the role of testing and how it works



## User focus

- Identify and engage with users or stakeholders to collate user needs evidence
- Understand and define research that fits user needs
- Use quantitative and qualitative data about users to turn user focus into outcomes

## Other Duties:

- Participate in the on-call service
- Occasional work may be required outside of core business hours to support major projects / programmes

## GENERAL DUTIES

1. To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
2. To comply at all times with the Trusts Information Governance Policy. The policy sets out the accountability and reporting arrangements for Information Governance in the trust and how assurance is provided that the Trust continues to meet at least the minimum standards of information governance compliance required by the NHS Information Governance Toolkit.
3. Disclosure and Barring Service (DBS) (formerly CRB) checks are now a mandatory part of the NHS Six Recruitment Check Standards for all staff whom, in the course of their normal duties, may have regular access to patients and children and/or vulnerable adults. Moorfields Eye Hospital NHS Foundation Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant and an unspent conviction will not necessarily bar applicants from being considered for employment. Moorfields Eye Hospital is exempt under the Rehabilitation of Offenders Act which outlines that convictions never become 'spent' for work which involves access to patients. Failure to disclose any 'unspent' convictions may result in the offer of employment being withdrawn or if appointed could lead to dismissal. The Disclosure Barring Service (DBS) has published a Code of Practice for organisations undertaking DBS checks and the trust has developed its own DBS policy in line with the guidance
4. The trust has adopted a security policy in order to help protect patients, visitors and staff and to safeguard their property. All employees have a responsibility to ensure that those persons using the trust and its service are as secure as possible.



5. It is the responsibility of all trust employees to fully comply with the safeguarding policies and procedures of the trust. As a Moorfields employee you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
6. The trust is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department.
7. The trust operates a no-smoking policy.
8. You should familiarise yourself with the requirements of the trust's policies in respect of the Freedom of Information Act and comply with those requirements accordingly.
9. The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
10. All appointments within the National Health Service are subject to pre-employment health screening.
11. It is the responsibility of all employees to ensure that they comply with the trust infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the trust's infection control manual, this includes the 'bare below the elbow policy'. Employees must ensure compliance with their annual infection control training.
12. You are responsible for ensuring that all equipment used by patients is clean/decontaminated as instructed by manufacturers and in line with the infection control/guidelines protocol and policy.
13. Any other duties as designated by your manager and which are commensurate with the grade.

Please note: The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.



## Person Specification

Requirements	Essential / Desirable	How Tested
<b>Education / Qualifications</b>		
Degree, or equivalent level of experience	E	AF, I
Relevant technical qualification or equivalent experience	E	AF, I
Service management qualification or equivalent experience (example: ITIL)	E	AF, I
Relevant management / leadership qualification or equivalent experience	D	AF, I
Delivery management qualification or equivalent experience (Agile, PRINCE2, etc)	D	AF, I
<b>Experience</b>		
Experience of being part of user/customer-centric teams and delivering on continuous service improvement initiatives	E	AF, I
Experience of working within a Service Management Framework (ITIL, etc) and expert working knowledge of key practices (incident, problem, change, service request, etc)	E	AF, I
Experience of solving complex problems for users through the use of technology	E	AF, I
Experience of managing IT assets (hardware, software, etc)	E	AF, I
Experience of supporting the transition of products from Delivery into Live Service	D	AF, I
Demonstrates own activities to new, or less experienced employees, day-to-day supervision, coaching and mentoring of other team members	D	AF, I
Understanding of managing financial budgets for your team (pay, on-call, consumables)	D	AF, I
Experience of management products / services in healthcare (NHS)	D	AF, I
<b>Skills and knowledge</b>		
Deal with complex IT and customer service issues, and complaints	E	AF, I
Contribute and support the delivery of service improvement and re-design initiatives	E	AF, I
Contribute to the training needs analysis and professional development of the team	E	AF, I
Implement policies and propose changes to practices for your own area	E	AF, I



Requirements	Essential / Desirable	How Tested
<b>Skills and knowledge (continued)</b>		
Able to prioritise work	E	AF, I
Meet set targets or metrics	E	AF, I
Autonomous working and can delegate appropriately	E	AF, I
Good communication skills – tailoring your message for your audience, able to communicate complex technical information in a simple way to stakeholders	E	AF, I
Good technical knowledge	E	AF, I
Use Service Management, Quality Assurance Testing, and Delivery Management tooling	E	AF, I
Systematic and methodical approach to problem solving	E	AF, I
<b>Personal qualities</b>		
Relentless focus on user needs and experience	E	AF, I
Problem-solving mindset – focusing on improving outcomes	E	AF, I
Seeing the bigger picture - understand how your work and the work of your team supports wider objectives and meets the diverse needs of stakeholders	E	AF, I
Able to work well within a busy environment	E	AF, I

Means of Assessment include application form (AF), Interview (I), Test (T), Presentation (P)

