

JOB DESCRIPTION

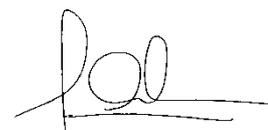
1. General information

| | |
|-----------------|--|
| JOB TITLE: | Information Systems Support |
| GRADE: | Band 4 |
| DIRECTORATE: | Digital Services |
| HOURS OF WORK: | 37.5 |
| RESPONSIBLE TO: | Senior System Administrator/Information Systems Manager |
| ACCOUNTABLE TO: | Director of Digital Services |
| BASE: | Bracken House |

At Oxleas NHS Foundation Trust, we offer a wide range of NHS healthcare services to people living in South-East London and to people in prison across England. Our wide array of services includes community health care, such as district nursing and speech and language therapy, care for people with learning disabilities and mental health such as psychiatry, nursing and therapies.

Oxleas is a great place to work. It has been recognised as one of the Top 10 Best Places to Work 2023 by the Sunday Times amongst very big employers. Our staff survey results show that we are in the Top 5 in England and the highest in London for staff experience amongst similar trusts.

"We are always delighted to welcome new colleagues to the Oxleas family. We care about making Oxleas a great place to work - it's a big priority in our strategy. Come and join us - it's a place where our values, teamwork, equity, and wellbeing matter and where you can really help to improve people's lives."



Ify Okocha
Chief Executive

We have distinctive values at Oxleas - We're Kind, We're Fair, We Listen, We Care. Our values are very important to us. They help Oxleas to be a great place to work.

2. Overview of the Post

- The post-holder is responsible for providing support to all Trust and other supported users and will therefore be required to have in depth knowledge of all clinical IT systems
- The post holder is responsible for providing first time fix solutions to trustwide clinical IT systems recorded via the IT Service Desk eg RiO, Choose and Book, Docman, TQuest, Windip etc
- The post holder is responsible for liaising with other teams and departments to ensure issues are resolved
- The post holder will primarily be based at Bracken House, providing remote and telephone based support to users.
- The post holder may be required to provide support onsite support within offices, ward, prisons and other clinical areas if required.

3. Key Task and Responsibilities

These are listed below – this is not a definitive list but indicates the range of tasks involved.

- First and second-line technical support for RiO and other trustwide clinical IT systems and software:
 - Responding to ICT Service desk calls, deciding on relevant method of help and negotiate and agree call priorities
 - Analyses situation/information to identify and resolve a range of problems ranging from computer issues, application problems, data errors, change requests
 - Responding to self—logged user calls to provide first time resolution of Clinical IT system issues
 - Understanding and interpreting the complex issues presented by users to best assess an appropriate response
 - Using initiative to solve problems with reference to broad operating procedures
 - Explaining problems and solutions to users
 - Analysis of presented user problems to identify the potential solutions
 - Implement solutions to resolve user clinical system problems
 - Planning and scheduling on-site visits with the end user if required.
 - Liaising with system managers and other departments to arrange system maintenance
 - Delivering ad hoc training to users in response to calls logged via the IT servicedesk
- In-depth knowledge of all supported clinical IT systems in use within the Trust required to remotely diagnose system faults
- Working with users to diagnose software problems, both face-to-face and over the telephone, and seeking further advice where necessary.
- Using remote technologies to diagnose and resolve software problems in a timely manner

- Assist users in using self-serve technologies to improve issue resolution
- Assist in the development of local and user support processes and documentation
- Identify and advise staff regarding information security risks through improper use of IT systems
- Direct support calls for non-supported applications to the appropriate department
- Where a first time fix is not available/possible, diagnosing the problem where possible before escalating the call to the appropriate resolver group:
 - Desktop and Endpoint team
 - Network Infrastructure team
 - RiO System management team
 - On-site technical team
- Identify underlying problems causing frequent calls and escalate to the appropriate resolver groups.
- Assisting in the implementation of major ICT projects:
- Assisting in the implementation of regular ad-hoc projects
- Refine and develop working practices to provide better service across the Trust
 - Recording work completed to a high level of accuracy to preserve a complete audit history of actions and sign-off by relevant staff when necessary;
 - Knowledge of ICT department policies and procedures, especially relating to working practices;
 - Implement and adhere to agreed Trust ICT policies
 - Producing in-house user guides and other documentation as necessary.
 - Keeping up to date with current system developments and technologies.
- Updating the configuration of the trustwide Clinical IT systems to match clinical requirements eg building clinics, wards, teams, users access etc
- Maintaining timely, accurate and comprehensive records of diagnosis steps and actions taken to resolve problems and recording those within the IT servicedesk tool
- Managing day to day workload by monitoring incidents logged via the IT servicedesk tool, prioritising as appropriate. Responding to varied workload pressures
- To carry out any other duties commensurate with the grade in support of the Information Systems Manager/Senior System Administrator

Management responsibilities

No management responsibilities

Leadership

No leadership responsibilities

Clinical

No clinical responsibilities

Research

No research responsibilities

Communication

The post holder will liaise with:

Trust staff of all designation, Other ICT resolver groups, IT Manager, Senior System Administrators, Information Systems Manager, Social Services, PCT and other Local trusts, Service Users, External Suppliers and Support providers

On Call/Unsocial Hours

Occasional out of hours working may be required – due to serious system issues or scheduled system upgrade. This would usually be no more than 2 or 3 times annually

The following statements are mandatory for all job descriptions:

Terms and Conditions

The post holder is subject to the terms and conditions of OXLEAS NHS FOUNDATION TRUST. This Job description gives an outline of the post and is subject to review in consultation with the post holder.

Confidentiality

The Post holder must maintain the confidentiality of information about patients, staff, and other health service business in accordance with Trust Policy.

Risk Management

The Post holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

Infection Control

All staff are required to be familiar with the Trusts infection control policies, and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

Equality, Diversity and Human Rights

Oxleas is an organisation which values difference and promotes equality, diversity, and inclusion. Our Equality and Human Rights Policy and Strategy are designed to ensure that all our staff (including agency, bank, students, volunteers, and contractors) as well our service users, carers and members of the public are treated with dignity and respect. The Trust policies, procedures and practices are reviewed regularly to ensure that everyone who falls under the list of Equality Act 2010 protected characteristics does not suffer discrimination, either directly or indirectly. The current list of protected characteristics includes Age; Disability; Gender Re-Assignment; Marriage and Civil Partnership; Pregnancy & Maternity; Race; Religion and Belief; Sex and Sexual Orientation.

Health & Safety

All staff must be aware of the responsibility placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe condition for employees, patients, and visitors.

Professional and NHS Codes of Conduct

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the 'Code of Conduct for NHS Managers' and 'Standards of Business Conduct for NHS Staff'.

Safeguarding

It is the responsibility of all staff to safeguard and protect children and adults at risk at all times and staff must report any concerns as per Safeguarding Children and Safeguarding Adults policies, which are available on the Trust's intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role.

Financial Management and Control of Resources

All staff are responsible for the security and the property of the Trust, avoiding loss or damage and being economical and efficient in the use of resources. Staff are required to act in accordance with the rules and regulations as described in the Trust's Policy relating to the Financial Management and Control of Resources'.

Customer Care

It is the aim of the Trust to provide patients and clients with the best possible care. All staff are required to put the patient/client first and do their utmost to meet requests and needs courteously and efficiently.

Personal/Professional Development Planning/Mandatory Training

All staff should have a personal development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities. All staff are required to attend mandatory training as designated by the Trust.

Sustainability

Demonstrate social and environmental responsibility and help establish Oxleas NHS Foundation Trust as a sustainability leader. Collaborate to contribute to or lead change management towards Oxleas NHS Foundation Trust goal of reaching Net Zero by 2040 as stated in the Green Plan.

No Smoking

Oxleas NHS Foundation Trust has a no smoking policy. Staff are not permitted to smoke within or on Trust premises.

3. Our Values

We have distinctive values at Oxleas - We're Kind, We're Fair, We Listen, We Care.

Our values are very important to us. They help Oxleas to be a great place to work. We want everyone who works at Oxleas to live our values and we will expect this of all our new joiners.

Our Values and Behaviours framework describes what it means for every one of us in the Trust to put our values into action. The framework can be found on our Trust Website: [Our values - Oxleas NHS Foundation Trust](#)



Signed by Line Manager

Signed by post holder

Date

Date

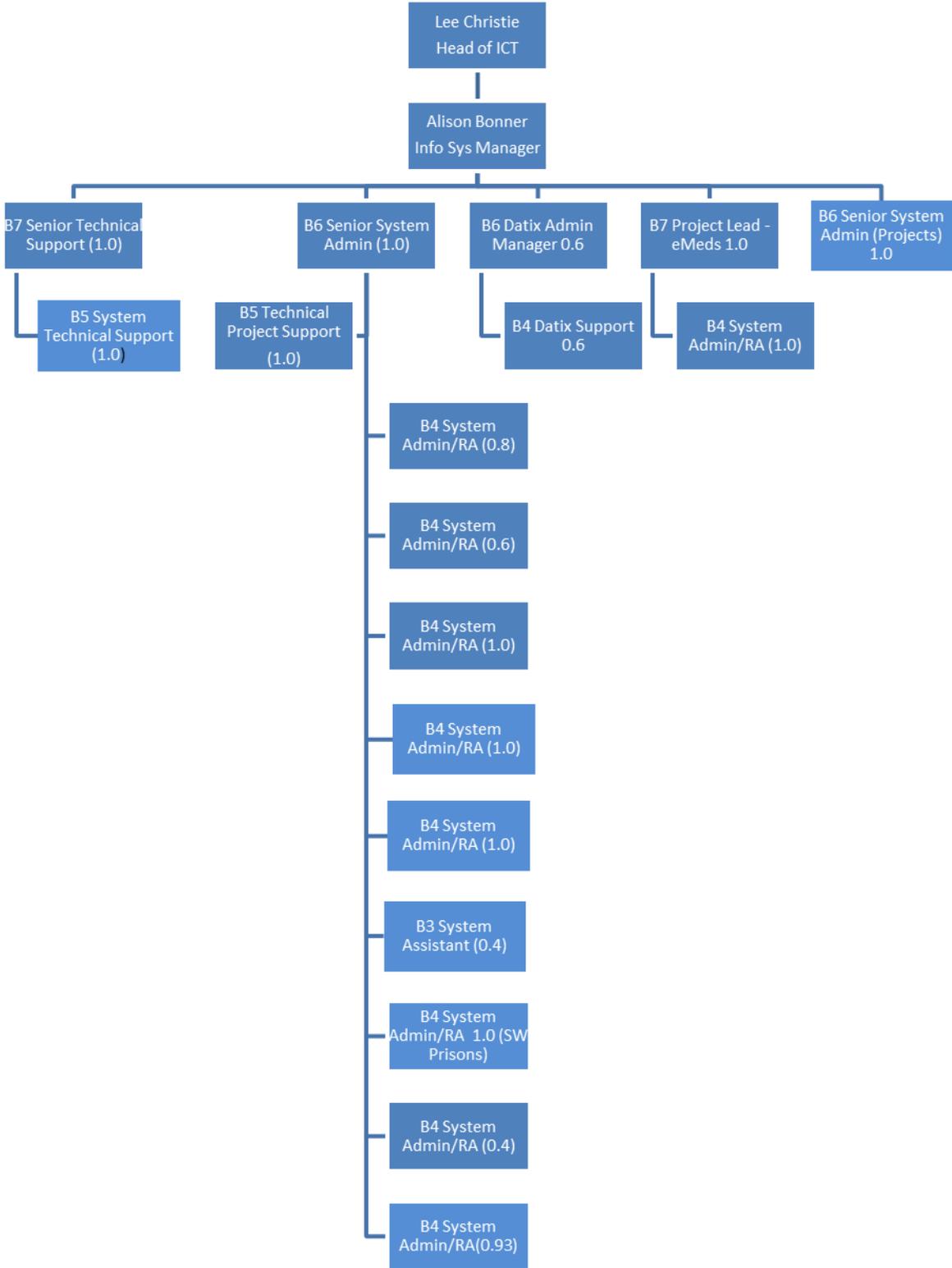
Print Name

Print Name

Note:

Please attach an organisational chart alongside, a person specification, and Job Description.







PERSON SPECIFICATION

JOB TITLE: Information Systems Support

DEPARTMENT: ICT Department

GRADE: Band 4

| Education/Qualifications | How measured |
|--|--|
| <p>Educated to diploma level or equivalent experience</p> <p>Have or working towards relevant information system (eg A+, ITIL, etc) certification</p> <p>Knowledge in the following areas: Multiple clinical information systems, networks, e-mail systems, hardware and software.</p> | <p>Certificate or references/interview</p> |
| Experience | |
| <p>Experience of Dealing with users face to face and on the telephone.</p> <p>Experience of working with the following systems:</p> <ol style="list-style-type: none"> 1. Clinical Information systems 2. E-mail systems 3. Microsoft Office 4. Servicedesk 5. Smartcards | <p>Interview and experience</p> |
| Skills/Abilities/Knowledge | |
| <ul style="list-style-type: none"> • Computer literacy • Communication and relationship skills to be able to impart detailed and technical help to other staff within the Trust (of all levels) • Works autonomously • Interpersonal skills | <p>Interview</p> |

| | |
|---|--|
| <ul style="list-style-type: none"> • Analytical and judgemental skills • Planning and organisational skills to respond to servicedesk calls and agree priorities • Admin/clerical skills • Freedom to act • Flexibility to respond to rapidly changing priorities and workload • Knowledge of hardware components such as: Printer, scanners, laptops and desktops • Wide understanding of ICT technologies to be able to assess the appropriate resolver group to deal with escalated calls | |
| <p>Effort and Environment</p> <ul style="list-style-type: none"> • Physical Effort: working conditions are in an office • Mental Effort: Daily working routine is variable from day to day and will depend on what problems users are experiencing. Periods of high concentration are required often e.g. whilst dealing with specific support queries or problems. • Emotional Effort: The post holder will be exposed to sensitive or disturbing data viewed during the course of providing end user support. The post holder will often have to deal with users who are upset or angry. • Working Conditions: the post holder will need to work closely with other team members and work flexibly | |
| <p>Other Requirements</p> <ul style="list-style-type: none"> • Clean driving license • Occasional out of hours working | |

NB These are not definitive lists if there are any others specific to a post, please add to the form which should then be signed by the line manager and post holder alongside the Job description.

Signed by Line Manager

Signed by post holder

Date

Date

Print Name

Print Name