

AVON & WILTSHIRE MENTAL HEALTH PARTNERSHIP NHS TRUST

JOB DESCRIPTION

Job Title: IT Systems Manager

Pay Band: 7

Responsible to: Senior IT Systems Manager

Base: Bath NHS House

Hours: 37.5

Job Purpose

- As part of the IT Systems and Standards function, act as a lead to support and develop the Trust Clinical and Business Systems.
- To Manage and support IT Systems teams in day to day activities necessary to provide a robust IT Systems delivery model.
- To provide hands on key technical systems administration to IT systems.
- Responsibility for the line management of IT Systems support teams

AWP Recovery Statement

We in AWP place recovery and reablement at the heart of our service. Therefore we all demonstrate the recovery principles of:

- Hope
- Partnership
- Maximising opportunities every day, in all that we do.

Patient Experience Statement

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly the Trust's motto of 'You matter, we care'. Your goal must be to provide for each individual the quality of care, support and involvement that you would personally expect from a leading mental health trust. 'You matter, we care' should shape your approach to all those who have contact with our Trust.

Living our Values – Shared Statement

In all your contacts with our stakeholders, your behaviours should reflect whole heartedly the Trusts PRIDE values:



**Avon and Wiltshire
Mental Health Partnership**
NHS Trust

Passion: Doing my best all of the time Everything I do is in the interests of everyone who uses our services I am positive and enthusiastic in my work I am receptive to new ideas and service improvements I actively seek opportunities to learn and develop

Respect: Listening, understanding and valuing what you tell me I show compassion and kindness at all times I am a team player and support my colleagues I listen carefully and communicate clearly I respond positively to differences of opinion

Integrity: Being open, honest, straightforward and reliable I encourage and value feedback from others to help me develop I try to always do what I say I will do I am open and honest about when things have not gone well I raise concerns and report incidents that arise

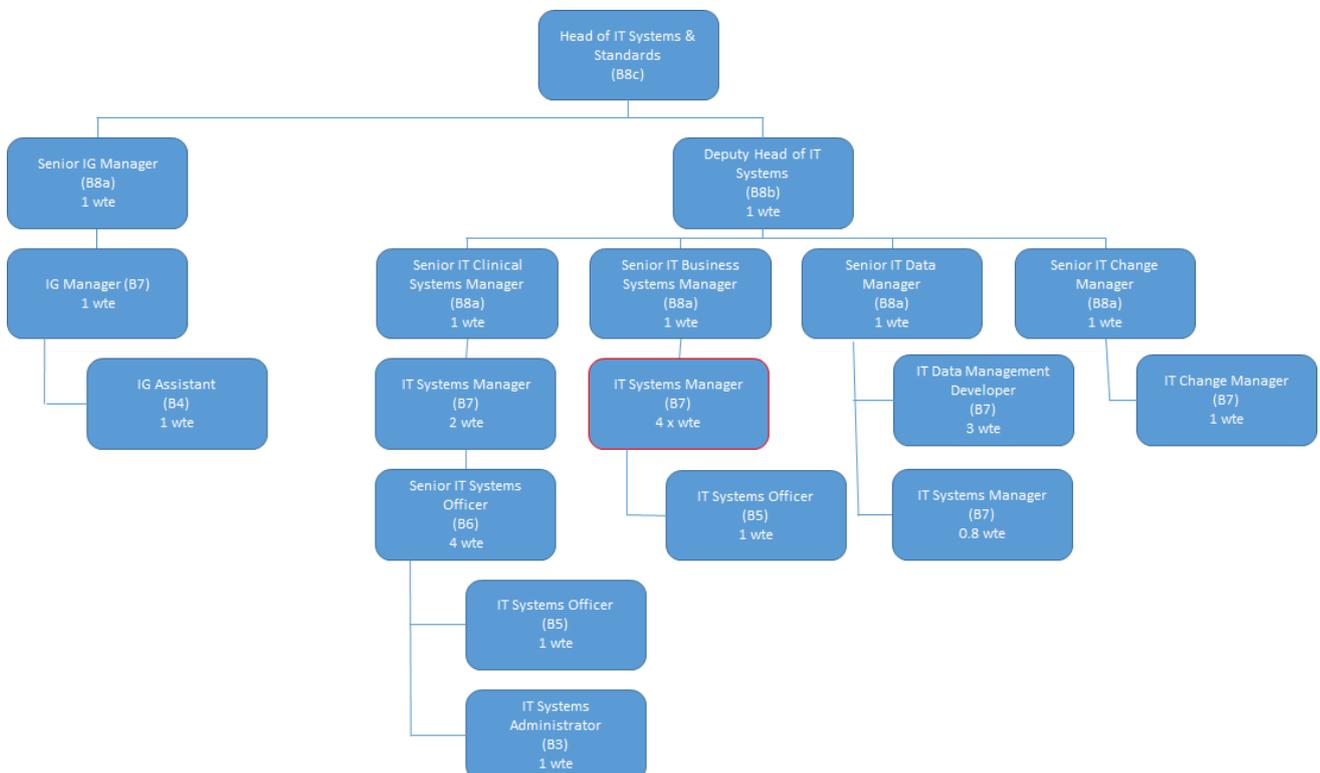
Diversity: Relating to everyone as an individual I try to listen without judging I respect other people's culture, beliefs and abilities I actively take account of the needs and views of others I understand and support the benefits that diversity brings to my team

Excellence: Striving to provide the highest quality support I set high standards for my work and personal conduct I plan my workload and deliver on my commitments I make best use of available resources I put forward ideas to improve the quality of services

Organisational chart:

Dimensions:

Budget Managed: £TBC Number of staff responsible for: TBC Number of sites working across: TBC



Key Result Areas

Contractual Statement

- 1 To Support the Senior IT Business Systems Managers in their daily duties and in their absence represent overall leadership and support of the IT systems function
- 2 Manage own workload ensuring incident and service requests are resolved with

Service Level agreements; this will include monitoring the IT systems teams' workload for any potential issues.
- 1 Provide specialist technical system expertise in installing, testing, tuning, upgrading and maintaining both internally and externally supplied systems software (including patches and upgrades and manages individual tasks through the change management lifecycle).
- 2 Acts as a Specialist technical lead with regards to planning, developing and implementation of major IT systems and enterprise level IT software.
- 3 Monitors IT systems for faults, performance and stability, fixing problems and identifying trends or patterns which can be complex in nature.
- 4 Responsible for the management of third party suppliers ensuring provision of an effective maintenance and support service for the Trust IT systems.
- 5 Responsible for the investigation, review, planning and specification of all systems including update to existing or introduction of new IT systems.
- 6 To provide expertise on subject matter and provide guidance/advice to both junior staff and end users

Other Duties

The post holder may be required to perform duties other than those given in the job description for the post. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibilities entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post. In cases, however, where a permanent and substantial change in the duties and responsibilities of a post occurs, consistent with a higher level of responsibility, then the post would be eligible for re-evaluation.

Communications and Working Relationships

- AWP Staff inc IT

Policies and Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet (Ourspace) or from your manager.

In particular, attention is drawn to the Trust's arrangements in relation to safeguarding children and vulnerable adults as well as infection prevention and control.

All employees are expected to be familiar with the Trust's approach to risk management, take a risk management approach to their own work and take responsibility for the management of the risks they own.

Confidentiality

Much of the work is of a confidential nature. This means that no discussion should take place about the care, needs, or activities of any service user, except in the clear interest of that service user or other members of staff. Staff are reminded that personal information concerning colleagues is also confidential

Equality and Diversity

Avon and Wiltshire Mental Health Partnership NHS Trust is committed to the fair treatment of all people, regardless of their gender, gender re-assignment, race, colour, ethnicity, ethnic or national origin, citizenship, religion, beliefs, disability, mental health needs, age, domestic circumstances, social class, sexual orientation, ex-offender status, political allegiance or trades union membership.

The Trust requires all of its employees to treat all of its stakeholders including colleagues, service users, carers and their visitors with dignity and respect.

Smoking

Smoking by Trust Staff is not permitted whilst on duty whether that be on Trust premises or grounds or out in the community. Staff must also be mindful of public perception and must therefore not smoke whilst travelling in Trust identified vehicles or when in uniform or can otherwise be identified as Avon and Wiltshire Mental Health Partnership NHS Trust staff.

Review

These duties are intended to be a guide to the post and should not be considered exhaustive. It is subject to review, depending on the needs of the department. The post holder will be encouraged to participate in any such review. The Trust is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

Person Specification

Qualifications/Education

- Degree level qualification in computing, information or equivalent level of experience gained through working in 1 or more specialist IT roles within a private or healthcare setting.
- Awareness of Project Management methodologies, including knowledge of PRINCE 2 (Qualification desirable).
- ITIL Service Level Management - Foundation level or higher understanding.
- Professional Microsoft Qualification in SharePoint Administration or higher level
- Evidence of continuing professional development
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Knowledge

- High level understanding of processes for 1st\2nd\3rd line support function in IT in the NHS or other organisations.
- Highly developed analytical and problem solving skills.
- Supporting users using remote assistance.
- High level of competence in software packages is required – MS Sharepoint, MS Office, MS Project, IT Support and call logging tools.
- Excellent understanding of logging calls and incidents with 3rd Party Suppliers and their processes.
- Good understanding of IT projects and Application implementations.
- Excellent understanding of change \ release and configuration management and supporting activities.
- Good understanding of Supporting and Maintaining application environments to a known baseline.
- Experience of updating system documents, update of Intranet pages.
- Knowledge of the carrying out and facilitating System Testing \ User Acceptance Testing and deployment testing of applications through the project lifecycle (Waterfall & Agile).
- Knowledge of the NHS working practices, strategies and drivers for change.
- Understanding of governance issues impacting upon publication of information (e.g. Freedom of Information Act, Caldicott principles)

Experience

- A strong understanding of SharePoint and the wider M365 Productivity suite, including Teams and Power Platform.
- Knowledge of IT systems used in a health setting.
- Windows Operating System and Server Environment experience.
- Significant experience of system configuration and deployment of applications, including system testing and all supporting 3rd party applications.
- Experience of working within the NHS and Mental Health - Desirable
- Understand of Data Protection and Information Security legislation.
- Significant experience in a remote technical support role, including a proven track record of using a range of operating systems and applications.
- Significant experience of software installation and configuration, maintenance and upgrade.
- Significant experience of trouble shooting software problems.
- Significant understanding of Applications and databases.
- Significant understanding of account/group permissions and authentication.
- Experience of line management/team leading.

Skills

- Self-motivator. Ability to plan, prioritise and manage own workload. Ability to co-ordinate and train other staff members.
- Ability to communicate with staff, internal and external to the Trust, at a variety of levels.
- Excellent written and verbal communication skills.
- Ability to present complex information to large groups. Ability to communicate with staff at differing stages, identifying and assimilate different levels of information and acting accordingly.
- Ability to work on their own initiative and as part of a team.
- Ability to work methodically & document clearly.
- Ability to present data, perform manipulation of data, data quality investigations, presentation preparation, Ability to propose change recommendations and participate in continual service

improvement.

- Flexibility, ability to change priorities quickly and capacity to handle multiple tasks.
- The ability to work in a challenging environment whilst maintaining personal calm and control.
- To be diplomatic and persuasive.
- Coaching and mentoring skills
- Management of 3rd party Suppliers or other department staff to deliver specific tasks.
- Ability to think analytically in order to identify the resolution of technical problems
- Excellent report writing skills