

## Job Description

**Job Title:** Infrastructure Engineer

**Hours:** 37.5 hours per week

**Unit/Department:** IT One Team

**Reporting to:** Head of IT Operations

**Tenure:** Permanent

**Job Purpose:** You will work within our cross-Hospice IT Team delivering best in class IT services across our Hospice Partners, St Luke's Hospice in Plymouth, St Richard's Hospice in Worcester and Rowcroft Hospice in Torquay and in collaboration with the wider healthcare sector. You will implement, maintain and support the network and information security systems that deliver high availability network infrastructure and services to the hospice and other partners.

We have a clear business and IT strategy which defines thinking and shapes our programme of change for the future and the culture to optimise the use of IT for maximum benefit to the hospice, our patients, family, friends, supporters, staff and other valued stakeholders. Additionally, the IT One Team continues to explore the strategic expansion of its IT services to other partners or as an IT Managed Service.

This role is an operational role responsible for developing and maintaining our technical services.

### Our Values:

This role will be employed by Rowcroft where our values are:

Honesty & Integrity Generosity of Spirit Respect Team Player

Our partner organisations have similar values which we honour in our work with them:

St Luke's: Professionalism Respect Compassion Integrity

St Richard's: Caring Compassionate Committed Professional

### Key roles and responsibilities:

#### Delivering a best in class customer experience for everyone

1. Maximise network performance by identifying risk, weakness and opportunities to develop services; monitoring and trouble-shooting network performance issues and outages; establishing effective capacity management and tuning based on alerts and thresholds.
2. Provide input into IT policy, processes, and work instructions to ensure consistent practice against recognised legal, regulatory and industry best practice and standards, including information security.
3. Identify, plan, design and implement network improvements and schedule upgrades and changes, in collaboration with the business and other key stakeholders.

4. Identify hardware, software, and supplier services which will improve our infrastructure and network services while maintaining good financial controls over spend against defined budgets.
5. Upgrade and maintain network equipment and ensure that the latest stable firmware releases are deployed.
6. Design and implement new solutions to improve system resilience and business continuity.
7. Perform the role of systems expert and provide support and expertise to other IT staff, colleagues and users, where required.
8. Deliver user management, including account management, access rights control, groups configuration and licence allocation.
9. Support in the process of identifying new suppliers and in the on-going contract management of services. Facilitate third party management, liaising with vendors and facilitating technical support.
10. Adhere to change management best practice including receipt, recording, prioritisation categorisation and fulfilment of changes.
11. Deliver innovative and cost-effective solutions to drive improvements and develop services to new heights.
12. Act with sensitivity and confidentiality, when dealing with information and any person involved in that confidential information.
13. Work within the regulatory requirements, codes and guidance relating to both IT and all other aspects of work for the hospices.
14. Support the teams in all other reasonable activities.

#### **Supporting resilient services**

15. Implement and deliver information security best practice: controlling access to the systems and the integrity and availability of the patient information and other supporting data.
16. Monitor network security events, identify vulnerabilities, and recommend fixes and mitigations.
17. Provide remote support and off-site support to colleagues, suppliers, partners, users, and customers, including out of hours on-call activities.
18. Design, build and implement backup management and recovery planning, including disaster recovery; maintaining backups and archiving as well as restoring, where required.
19. Maintain patching, routing, switching, firewall, IP voice services and other network configurations.
20. Apply technical skills to resolve 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> line support issues, including:
  - Microsoft Windows Server, Linux, and VMWare support
  - Network support, including server, router, switches, firewalls, SANs and NAS
  - Connectivity support, including telephony, cabling, port configuration and resolving other common comms related support issues
  - Administration of Active Directory, group policy management, DHCP, DNS
  - Office 365 administration, file and directory permissions, user support queries and request fulfilment
  - Application account management, access rights control, groups configuration and licence allocation
  - Hardware break/fix, configuration, and optimisation
  - Providing advice, guidance, and training to optimise the IT user experience and develop confidence in using IT
21. Service Desk and incident management activities to support IT users and ensure normal service operation is effective and available.
22. Software licencing, certification, and domain management.
23. Access management and information security.

24. Monitoring and responding to system alerts and threshold breaches.
25. Escalating to 3<sup>rd</sup> line support, subject experts and/or suppliers.
26. Supporting in incident reviews and producing major incident reports.

#### **Building 'One Team'**

27. Working across hospice teams in a seamless and integrated way, leveraging technology to maintain clear working priorities and attending on site, where required.
28. Work closely and collaboratively across all IT Team members, delivering to agreed priorities for business change and support incidents to meet SLAs and agreed commitments.
29. Facilitate third party management, liaising with vendors and facilitating technical support; supplier management ensuring value for money services and appropriate contractual and service level compliance.
30. Represent IT on various committees and meetings, which could include representatives from other disciplines and organisations.
31. Support other colleagues in developing their understanding of network and infrastructure related skills to further the effectiveness of support services, operational stability as well as personal development.
32. Work collaboratively with other organisations to learn, adopt, comply, and improve the network and systems to bring efficiencies to end of life care services within the Hospices, other hospices, partnering organisations and other suppliers.
33. Maintain clear and transparent communications with users and other stakeholders, including comprehensive recording of findings, actions, and outcomes.

#### **Developing 'One System'**

34. Working towards our strategic goals to identify opportunities to improve and simplify IT use to bring operational efficiencies to all hospice IT users
35. Providing project support in the development of new IT solutions and innovations.
36. Relate current and emerging technologies to clinical and business activities for the hospice, identifying new and innovative ways of developing services.
37. Supporting on IT change to develop a single system which improves access to IT services and streamlines access management.
38. Be responsible for developing and maintaining standard operating procedures covering all IT Service Management disciplines and others as required

#### **Empowering Users**

39. Document, train and communicate best practice policies and processes across the IT Teams, users and other relevant parties.
40. Implement innovative self-service solutions which work for staff and improve their confidence and efficient use of IT services.
41. Deliver support, guidance, advice, and training to improve individual and organisational skills and capabilities which will improve the use of IT to realise efficiencies and endorse a culture of IT confidence.
42. Innovate ideas and practices which will embed IT use and a culture of IT confidence into all technology users

#### **General**

43. Be a great ambassador for the IT One team.
44. Promote a culture of learning and development and wellbeing, help to create an environment that is continually critically questioning practice and promoting learning.

45. Identify your own learning and development needs undertake continuous professional development and actively engage in supervision, maintaining an objective and innovative practice.
46. Work closely with managers and colleagues to understand changing business priorities, required IT service levels and emerging technology needs.
47. Contribute towards the ongoing development of Hospice Services
48. Undertake surveys or audits and assessments and other activities to understand and define user and hospice needs and priorities.
49. Maintain confidentiality and the integrity of data.
50. Lead and support the investigation of information security and data related incidents.
51. Responsible for ensuring the confidential maintenance of any information being stored both computerised and paper based for patients, carers, and staff.
52. Provide statistical information, reporting and dashboard insights as required.
53. Be a voice for IT customer excellence for the hospices.
54. Facilitate internal and external steering group meetings in collaboration with line managers, relating to clinical and application related services.
55. Liaise with administrative colleagues in ensuring effective operational management of IT services within agreed SLAs.
56. Timely communications through multiple channels with users, patients, family, friends, suppliers and partners on the progress and actions taken and planned to resolve any support related activities.
57. Champion the needs of Hospice users and make sure that needs are understood and prioritised in a clear and collaborative manner

### **Infection Prevention**

All Rowcroft employees both clinical and non-clinical are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections, including MRSA.

You agree to the following responsibilities:

- To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- To take part in mandatory infection control training provided;
- To responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including contacting Occupational Health for guidance.

### **Place of work:**

This role has been identified as a flexible worker, the role could be carried out at a Rowcroft site or at home, subject to the varying needs of the role, the postholder will spend the majority of time at Rowcroft sites. The post holder will be based at Rowcroft Hospice, but will be required to travel between Hospices, community sites, partner locations and other hospices where required.

A flexible work approach which requires both scheduled on-call and out of hours work as well as unscheduled out of hours work will be essential.

### Person Specification Infrastructure Engineer

Attributes	Essential	Desirable
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>GCSE (A* to C) or equivalent in Maths and English</li> <li>Cisco Certified Network Associates (CCNA) Certificate or comparable certification.</li> </ul>	<ul style="list-style-type: none"> <li>Bachelor's degree in computing or related subject area or Higher National Diploma</li> <li>ITIL Service Management Foundation Certification</li> <li>PRINCE2 Foundation or Practitioner certification or other equivalent qualification</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>Familiarity with ISO: 27001 Information Security standards</li> <li>Capacity management, monitoring tuning and optimisation.</li> <li>Implementing and configuring network reporting and performance optimisation tools e.g. PRTG.</li> <li>Organised and able to plan own activities in collaboration with a complex network of stakeholders</li> <li>Ability to use own initiative as well as ability to work as part of a team</li> <li>Ability to be flexible and cope under pressure and prioritise work efficiently</li> <li>Can communicate effectively in person, and through other channels.</li> </ul>	<ul style="list-style-type: none"> <li>Familiar with VOIP systems and/or analogue telephony e.g. 3CX.</li> <li>Deploying services to Cloud using SaaS, IaaS or PaaS, including Microsoft Azure or AWS.</li> <li>Using and/or administering Atlassian Jira Issue Management and Service Desk applications.</li> <li>Advanced skills in Microsoft Office applications.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Strong experience in infrastructure engineering in an end-to-end IT service provision.</li> <li>Proven experience providing technical 2<sup>nd</sup> and 3<sup>rd</sup> line support.</li> <li>Administering server and desktop operating systems; Microsoft Windows 2008 and 2012, Linux.</li> <li>Operation of an effective back-up service; ideally using Veeam.</li> <li>Installation and configuration of server and desktop hardware.</li> <li>Working within an IT Team, providing support to end users</li> </ul>	<ul style="list-style-type: none"> <li>Delivering project level change where you have planned, and facilitated the design, build, testing and deployment of IT systems or services.</li> <li>Third party management, liaising with suppliers and facilitating technical support and defining future requirements.</li> <li>Change management including receipt, recording, prioritisation categorisation and fulfilment of changes against a defined</li> </ul>

		change management process
<b>Personal requirements</b>	<ul style="list-style-type: none"> <li>• An enthusiasm to deliver outstanding services and customer support across a wide range of IT related areas</li> <li>• Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience.</li> <li>• A desire to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times.</li> <li>• Willing and able to volunteer for at least one Rowcroft event each year.</li> <li>• Ability to travel between different sites.</li> <li>• Able to spend long periods of time using keyboard and Visual Display Unit.</li> <li>• Physically able to carry and instal IT equipment</li> </ul>	<ul style="list-style-type: none"> <li>• A good understanding of the purpose, values and strategy of Rowcroft Hospice.</li> <li>• Able to work on shifts or as a part of an on-call team.</li> <li>• Able to work out of hours above and beyond normal working patterns e.g. planned maintenance work.</li> </ul>