

Job Description

Job Title:	Information Communications Technician
Hours:	37.5 hours per week including 7.5 hours per week study time. The role will occasionally require scheduled and unscheduled out of hours work
Reports to:	Head of IT Service Delivery
Tenure:	13-month apprenticeship
Job Purpose:	<p>Our Vision is to make every day the best day possible for our patients and their families in South Devon. You will support us to do this as a member of our effective IT One Team delivering all IT services across Rowcroft Hospice, St Luke's Hospice and St Richards Hospice in collaboration with the wider healthcare partnership in Devon.</p> <p>You will often be the first point of contact for any IT related challenge and will record, assess, prioritise support issues and service requests. You will provide 1st and 2nd line technical support across a range of IT and user issues escalating to appropriately skilled team members and support resources as required to deliver to service levels.</p>

Rowcroft Hospice Values:

Honesty & Integrity Generosity of Spirit Respect Team Player

Key roles and responsibilities

We have a clear business and IT strategy which defines 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.

Delivering a best in class customer experience for everyone

- Answer telephone calls, emails, portal requests and other enquiries in a prompt and professional manner, recording key and noteworthy information
- Provide onsite 1st and 2nd line technical support, ensuring that IT incidents are promptly actioned and resolved against agreed service levels
- Maintain clear and transparent communications with users and other stakeholders, including comprehensive recording of findings, actions, and outcomes
- Deliver innovative and cost-effective solutions to drive improvements and develop services to new heights
- Act with sensitivity and confidentiality, when dealing with information and any person involved in that confidential information
- Work within the regulatory requirements, codes and guidance relating to both IT and all other aspects of work for the hospices

Supporting resilient services

- Apply technical skills to resolve 1st and 2nd line technical issues, including:

- Microsoft Windows Server, Linux, and VMWare support
- 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
- 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
- Hardware break/fix, configuration, and optimisation
- Providing advice, guidance, and training to optimise the IT user experience and develop confidence in using IT
- Service Desk and incident management activities to support IT users and ensure normal service operation is effective and available
- Software licencing, certification, and domain management
- Access management and information security
- Monitor and respond to system alerts and threshold breaches
- Escalate requests to 2nd and 3rd line support, subject experts and/or suppliers
- Maintain communications with teams and manage escalation of issues
- Support incident reviews and the create major incident reports
- Adhere to change management best practice including receipt, recording, prioritisation categorisation and fulfilment of changes against a defined change management process

Building 'One Team'

- Work across hospice teams in a seamless and integrated way, leveraging technology to maintain clear working priorities and attending on site, where required
- Do the right thing by delivering high-quality customer service by managing and exceeding expectations and through regular updates to users regarding progress on incidents and other activities
- Work collaboratively with other organisations to learn, adopt, comply, and improve service delivery to bring efficiencies to end of life care services within the hospices and partnering organisations
- 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
- Represent IT on various committees and meetings, which could include representatives from other disciplines and organisations

Developing 'One System'

- Work towards our strategic goals to identify opportunities to improve and simplify IT use to bring operational efficiencies to all hospice IT users
- Provide project support in the development of new IT solutions and innovations
- Relate current and emerging technologies to clinical and business activities for the hospice, identifying new and innovative ways of developing services
- Support IT change to develop a single system which improves access to IT services and streamlines access management

Empowering Users

- Define, document, train and communicate best practice policies and processes across the IT Teams, users and other relevant parties
- Implement innovative self-service solutions which work for staff and improve their confidence and efficient use of IT services

- 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
- Innovate ideas and practices which will embed IT use and a culture of IT confidence into all technology users

General

- Plan and organise own time
- Work closely with managers and colleagues to understand changing business priorities, required IT service levels and emerging technology needs
- Support the development and maintenance of standard operating procedures covering all IT Service Operation disciplines and others as required
- Maintain confidentiality and the integrity of data
- Support the investigation of information security and data relate incidents
- Ensure the confidential maintenance of any information being stored both computerised and paper based for patients, carers and staff
- Provide statistical information, reporting and dashboard insights as required
- Contribute towards the ongoing development of Hospice Services
- Undertake surveys or audits
- Act as an ambassador for the IT team, support colleagues to improve their skills and behaviour
- Be the voice of IT customer excellence for the hospices
- Facilitate internal and external steering group meetings in collaboration with line managers, relating to connectivity needs and other network related services
- Liaise with administrative colleagues to ensure effective operational management of IT services within agreed SLAs
- Communicate in a timely manner 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
- Champion the needs of Hospice users and make sure that needs are understood and prioritised in a clear and collaborative manner
- Prioritise conflicting priorities
- Take part in audit assessments as appropriate
- Promote a culture of learning and development and wellbeing, help to create an environment that is continually critically questioning practice and promoting learning
- Identify your own learning and development needs undertake continuous professional development

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.

This list can never be exhaustive but covers most of the work you'll be doing. What it can't replace is talent, initiative, and a commitment to great customer service.

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

Attributes	Essential	Desirable
Qualifications and training	GCSE (A* to C) or equivalent in Maths and English	
Knowledge and Skills	<p>Professional telephone manner with good communications across all written mediums and other channels</p> <p>Strong IT technical knowledge in application, and hardware support</p> <p>Proficient in the use of Microsoft Office applications</p> <p>Confident writing and documenting detailed information to share important information in the diagnosis and investigation of support issues</p>	<p>Experience in repairing or upgrading desktop PCs or laptops</p> <p>Experience in setting up a computer network or configuring and managing an existing LAN e.g. wifi</p> <p>An awareness of IT and data related legislation and governance standards</p>
Experience	Experience of using computers and other technology peripherals in education, at home and in other settings, which differentiates you from other peers.	
Personal requirements	<p>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</p> <p>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</p> <p>A service professional with customer service excellence at the heart of all things - someone who goes the extra mile</p> <p>Organised and able to plan own activities in collaboration with a complex network of stakeholders</p> <p>Ability to use own initiative as well as ability to work as part of a team</p> <p>Ability to be flexible and cope under pressure and prioritise work efficiently</p> <p>Able to spend long periods of time at a computer. Physically able to carry and install some IT equipment</p>	A good understanding of the purpose, values and strategy of Rowcroft Hospice.