1.   GENERAL INFORMATION

Job Title: Technical Support Engineer

Location: Longbow

Responsible To: IT Manager

Responsible For: Nil

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2.   JOB SUMMARY

To provide initial technical and end user desktop support for the day to day provision of the company's services in terms of IT and telephone infrastructure and communication systems.

To provide escalated specialist support and advanced technical troubleshooting, providing technical support for projects and system upgrades.

To act as Information Security Officer for the organisation, providing specialist advice on data security and threat management.

You will be expected to manage your time effectively to meet the demands of the company which is in operation 24 hours a day, seven days per week and therefore an element of out of hours working may be required on occasion.

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3.   KEY TASKS AND RESPONSIBILITIES

To respond to IT Support requests effectively and in a timely manner, prioritising according to patient impact, ensuring that all outcomes are documented to facilitate trend analysis.

To proactively provide information to users on the progress of outstanding support calls.

To ensure issue logging and helpdesk systems are updated, messages are replied to and feedback provided promptly.

To deploy PCs and associated peripherals including new installations along with organising the redeployment of existing equipment where appropriate.

To provide advanced troubleshooting on technical issues, where necessary escalating to, and liaising with external support providers, ensuring that all outcomes are documented to facilitate trend analysis.

To install and configure operating systems, applications, antivirus, certificates, licenses and other software to agreed standards under the direction of the IT Manager, utilising the most appropriate mechanisms.

To maintain existing PCs and peripherals to agreed standards under the direction of the IT Manager by performing upgrades, new installations, applying group policies, carrying out routine maintenance and update procedures locally and across the domain.

To create, configure, monitor and maintain physical and virtual servers, switches and firewalls, ensuring security patches are applied and actively supporting threat management, where necessary liaising with external contractors to facilitate timely completion and delivery of projects while maintaining business as usual.

To monitor, manage and maintain backup and recovery systems, including on and offsite live data replication to physical servers and cloud systems, checking integrity of backups with regular testing and restoration.

To support the installation and management of internal and external connections into and out of the organisation including all data, voice and wireless networks, liaising with data and voice connection providers and where necessary replacing internal cabling, patch bays, switches, interfaces, firewalls and gateways, managing their power requirements, rack fittings, floor boxes and all backup, UPS and auxiliary failover systems.

To provide specialist technical support and input to projects, new workstreams, business intelligence, business continuity, disaster recovery, quality improvements and pilot schemes and liaise between project leads and the IT Manager and team.

To maintain an accurate inventory of all company hardware and software including location, installation date, configuration, tag numbers, encryption, and documenting any returns to stock.

To manage and document deployment of all user and device licensing, ensuring compliance is maintained and the most effective use of resources is managed.

To report hardware faults to third party suppliers, return hardware to third party suppliers or specialists for repair where necessary and ensure the faults are completed and equipment returned or replaced.

To manage, maintain and administrate Domain, Active Directory, Email and Exchange systems in respect of servers, users and computers including group policy configuration and access rules.

To manage, maintain and administrate company telephone systems, agent logins, line configuration, diversions, failover systems and call recording, providing user support as required.

To manage, maintain and administrate all clinical and operational systems, user accounts, application configuration, investigating and actioning change requests, liaising with application providers where necessary, supporting investigation and interrogation of systems as required.

To respond to cyber security alerts identified within or cascaded from outside the organisation, taking recommended and appropriate action to ensure robust system and data security is maintained.

To act as Information Security Officer for the organisation, providing specialist advice on data security and threat management and escalating all unmanaged risks.

To support the IT Manager and wider organisation in complying with mandatory compliance requirements in terms of information governance, conducting and documenting Data Impact Assessments, Risk Assessments, Data Flow Mapping, Data Sharing Agreements and any other required evidence, ensuring this information is updated as required and uploaded to evidence applications, portals or databases at the stipulated intervals.

To establish and maintain effective working relationships within and outside the organisation.

To adhere to organizational standards and guidelines with respect to information systems.

To provide at all times a professional, courteous and rapid response to individual users.

To undertake any other duties of a similar nature consistent with the responsibilities of the post in order to provide a quality service.

In line with other posts the job description may be subject to change according to the service needs, in consultation with the post holder.

**4.	PROBATIONARY PERIOD**

This post is subject to the requirements of a six month probationary period for new staff only.

**5.	STANDARDS OF BUSINESS CONDUCT**

The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.

All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

6. **PROFESSIONAL REGISTRATION**

i. If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for Nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.

ii. You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.

iii. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment.

iv. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with Shropdoc, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

7. **CONFIDENTIALITY and INFORMATION GOVERNANCE**

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.

All staff must act within legislation, policies and procedures relating to information governance

8. **DATA PROTECTION AND THE DATA PROTECTION ACT 1998**

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

All staff who contribute to patients' health records are expected to be familiar with, and adhere to, Shropdoc's Records Management Procedure. Staff should be aware that patients' records throughout Shropdoc will be subject to regular audit.

9.   **HEALTH AND SAFETY**

All staff must act within legislation, policies and procedures relating to Health and Safety

All staff must attend statutory/mandatory training as instructed

All staff must be familiar with Shropdoc's Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own and the health and safety of others.

10.   **RISK MANAGEMENT**

All Shropdoc employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations. Staff are responsible for reporting incidents, handling patient feedback and complaints appropriately, being aware of the risk management strategy and emergency procedures, and attendance at any relevant training as required.

The post holder will ensure compliance with Shropdoc's risk management policies and procedures. These describe Shropdoc'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.

11.   **INFECTION CONTROL**

All staff are required to be familiar with Shropdoc's infection control policies and procedures 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.

12.   **SAFEGUARDING**

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding Safeguarding relevant to their position and role.

13.   **EQUALITY, DIVERSITY AND HUMAN RIGHTS**

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

14.   **HARASSMENT AND BULLYING**

Shropdoc condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of harassment and bullying to their line manager or to the Personnel Manager or any other Manager within Shropdoc.

15.   **QUALITY**

It is the responsibility of all staff to adhere to company procedures as defined in the Quality Manual, ensuring high quality in patient care at all times. Shropdoc conducts its patient care and related services:

-   Through a commitment to good patient care and to the quality of its clinical practices
-   By ensuring that all patient care and related services are conducted according to established protocols and specified requirements;
-   By requiring all personnel to be familiar with and trained in the quality policy, the quality management system and related documentation, practices and administration
-   Through commitment to provide patients, Member GPs and associated LHBs and PCTs at all times with a service that confirms to Shropdoc's quality management system.

16.   **TRAINING**

All staff must attend statutory /mandatory training as instructed.

17.   **NO SMOKING POLICY**

There is a smoke free policy in operation in Shropdoc. In accordance with this policy smoking is discouraged and is not permitted anywhere within the buildings or within 15 metres of Shropdoc main buildings.

18.   **REVIEW OF THIS JOB DESCRIPTION**

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

19.   **JOB DESCRIPTION AGREEMENT**

Post Holders Name: ………………………………………………………………………………

Post Holders Signature: ……………………………………… Date: …………………….

Line Managers Name: ………………………………………………………………………………

Line Managers Signature: …………………………………….. Date: ………………….

Person Specification
IT Technician Tier 2
(Supporting our Policy on Equal Opportunities in Employment)

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

The under mentioned are the job-related requirements for this post

Essential:

Education/Qualifications/Training:
- ICT 'A Level' – Grade A-C or equivalent experience
- English GCSE – Grade A-C – or equivalent
- Maths GCSE – Grade A-C – or equivalent

Experience:
- Experience of troubleshooting within Microsoft Windows and Server Operating Systems
- Experience of troubleshooting with computer peripherals (e.g. printers)
- Desktop support IT/Helpdesk Experience
- Digital Telephony Network Administration experience
- Computer networking experience
- Information and data security experience including threat management.

Knowledge/Skills:
- Good analytical and problem solving skills
- Good communication skills with the ability to explain problems and solutions clearly to non-technical users.
- Ability to prioritise, plan and focus on deadlines including working under pressure and against agreed timeframes.
- A comprehensive understanding of common desktop operating systems and Office productivity software i.e. Windows, Office, etc.
- Good understanding of internet and email systems with ability to provide support and advanced troubleshooting
- Knowledge of Microsoft Server systems from 2008 to current
- Competence in Active Directory administration, File Permissions, Group Policy Management, Email Transport and Data Protection.

Qualities/Attributes:

- Confident
- Excellent customer care attitude
- Ability to adapt existing skills to support applications critical for service provision whether existing or new, undertaking relevant training where necessary
- Calm disposition with the ability to diffuse tension and stress in others and to deal with emergency downtime situations
- Ability to prioritise workload on a continuous basis ensuring the most urgent problems are given highest priority
- Creative approach to problem solving
- Enthusiastic and self-motivated

Other:
- Ability to work out of hours on occasions
- Willingness to cover on-call sessions during Bank and Public Holidays
- Able to work as part of a team
- Able to drive/travel to various operational bases

Desirable:

- Website development experience
- Understanding of Microsoft SharePoint
- SQL qualification or experience
- Experience setting up and managing multiple databases and data warehousing