Cheshire and Wirral Partnership **NHS**

NHS Foundation Trust

Job description

Section 1	
Job title	Informatics Support Technician
Pay band	Band 4

Section 2	
Area of work	Information Department
Accountable to	Head of ICT
Reports to	ICT Service Delivery Manager
Responsible for	None
Job summary	To provide first line support for all callers to the ICT Service Desk within the operational requirements and Service Level Agreements in place, including incident logging, monitoring and where possible call resolution, escalation to second line support where applicable.
Liaises with	CWP Service Desk, External Service Suppliers.

Section 3
Key responsibilities:
1.   Proactively manage support request from clients within operational guidelines and supporting organisations including first point of contact for with support and advice for anti-virus software upgrades, quotes for servers and data cabling. Communicate with Users regarding fault resolution progress.
2.   Refer unresolved support calls to Technical Support Specialist Operational for advice and guidance prior to scheduling on site technical support
3.   Analyse and diagnose user requests which will include situations and information, which are wide ranging and require judgement and expertise to decide on the best course of action. These may involve computer, network, software applications, data error etc.
4.   Responsible for planning and organising work load to meet operational requirements which may require remote control software, e-mailing advice to clients within Cheshire and Wirral Partnership Foundation Trust
5.   Ensure all processes are within operational guidelines and using own initiative to process matters when possible or to refer request to other specialist including the documentation of the solutions so that others can use them. Retain responsibility for progress and resolution of client request'
6.   Maintain the flow of information to all user groups providing both user feedback and ICT information; this may include occasional attendance at User Group Meetings and other user forums
7.   Participate in implementing new systems/procedures/changes, which will be indicated by regular reviews of current practices, and suggestions by various user groups and clients.
8.   Contribute to the maintenance of effective communications within CWP, users and service delivery partners.
9.   Keep up to date with new developments in IT and their application in the NHS. Including contributing to the process of setting performance standards for the ICT Team.
10.   Actively participate in projects and project reviews as required.
11.

Provide advice to the clients on the preferred way in which workstation should be set-up in accordance with Health and Safety policies
12.   Frequent contact with clients in emotional circumstances concerning status of their incidents and progress towards resolution.
13.   Regularly participate in research and development projects for products and services CWPNT including equipment testing to establish suitability.
14.   Responsible on a daily basis for instructing users in the use of Microsoft applications and desktop software eg. Mail profiles, setting up labels, mail merge etc
This job description will be subject to review in the light of changing circumstances and may include any other duties or responsibilities as may be determined.

Section 4
1. Health and safety
All staff have a general duty to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions. All safety rules, regulations and codes of practice relating to the work area should be observed.
2. Infection prevention and control
Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection prevention and control at all times, thereby reducing the burden of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Hygiene Code - Code of Practice for the Prevention and Control of Healthcare Associated Infections (DH 2008).   All staff employed by Cheshire and Wirral Partnership NHS Foundation Trust have the following key responsibilities: - Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas, between each service user contact and after any clinical or cleaning task;   - Staff members must attend mandatory infection prevention and control training provided for them by the Trust;   - Staff members who develop an infection (other than common colds and illness) that may be transmittable to others have a duty to contact the IPCT and Occupational Health.
3. Equality and diversity
To value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge and skills.
4. Competency of health professionals
To maintain professional registration (as appropriate) and to act in accordance with professional codes of practice and guidelines. To follow Trust policies and procedures and maintain up to date skills and knowledge through participation in Continuing Professional Development.
5. Staff involvement - individual rights and responsibilities
To work in partnership to achieve service objectives and promote a culture of working together through good communications, openness and honesty.
6. Safeguarding
Everyone within CWP has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. Every adult has a responsibility to protect children and as employees of the Trust we are duty bound always to act in the best interest of a child about whom we may have concerns.
7. KSF
The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.
8. Supervision

To take responsibility for personal development by accessing appropriate supervision and personal development as per CWP supervision policy.

Section 5			
Person specification			
	Essential	**Desirable**	**Method of Assessment**
Qualifications	GCSE Level Qualifications or at least one year's experience in IT support environment	Further education ideally A-level or equivalent Graduate level, MCSE or equivalent level of knowledge Evidence of continuous personal and professional development Understanding of an ITIL service management framework and application to multiple organisations ECDL Qualified	Application
Knowledge and Expertise	Minimum 1 years experience of first line technical support or customer facing role Knowledge of Windows Desktop and Office Applications Ability to work to tight deadlines and under pressure Good Presentation Skills Experience of providing diverse services to multiple customers	Experience NHS or Public Sector Experience of Microsoft applications Experience of Active Directory Knowledge of Back-up solutions Detailed technical understanding of the theory and practice of Desktop and Server infrastructures including local area network hardware and software components Expert in the use of MS office Applications and familiar with MS Access and SQL Experience of budget setting, financial management, and interpretation of financial data	• Application
Experience	Ability to show and work on own initiative as well as part of a team Good interpersonal skills Confident manner		

	Ability to create good working relationships		
	Analytical		
	Reliable		
	Methodical		
	Presentable appearance		
	Ability to maintain frequent periods of prolonged concentration for analysis, interpretation, report writing etc.		
	Moderate physical effort will be required in moving and installing equipment over 15 kilos as an occasional requirement		
	Use of a VDU will form a major part of the job holders working day		
	Customer service awareness		
	Advanced keyboard use on a daily basis		
Analytical and judgemental skills	Proactive approach in the development of ideas, initiatives and infrastructure quality		
	Ability to work without direct supervision		
	Ability to work to deadlines.		
	Good problem solving skills		
Personal skills			

To be completed by HR

Job Number:		**Version No:**		**Issue Date:**	
KSF Number:		**Version No:**		**Issue Date:**	
Jurisdiction of JD:					

October 2011

Localised differences sheet
This section is to be completed where 'local' areas have minor differences to those indicated in the generic job description in **sections 2 and 3 only** - t**here can be no difference to job title or banding.**

NB. Where there are no localised differences, delete this section / sheet**.**

Section 6		
Section 6a	New applicable information	Not applicable information
	Insert text	Insert text
Section 6b	New applicable information	Not applicable information
	Insert text	Insert text

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