

Job Description

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| POST | IT Technician – Access and Identity |
| GRADE | 4 |
| HOURS | 37.5 |
| Division | Corporate |
| Directorate | Informatics |
| Department | Group Informatics - IT Operations |
| Responsible to | IT Servicedesk Manager |
| Key Relationships | IT Service Delivery Manager; IT Servicedesk Manager; IT Technical Teams; partner organisations across Manchester and Greater Manchester Health and Social Care; project team Members; senior Clinicians and Healthcare Professionals and external partners and suppliers |
| Responsible for | Self |
| WorkBase | Based within Corporate Informatics Services with requirements to perform duties across all Trust Sites |

1. Job Purpose

Participate in the delivery of an efficient, responsive, effective and customer focused IT support service. IT Technicians will have responsibility for ensuring that IT Technical support is provided to appropriate levels of customer service in line with corporate Service Level Agreements.

IT Technicians – Access and Identity must work closely with IT Servicedesk and all other Infrastructure teams. The post holder will be responsible for on-going operation, maintenance and reviews of user access privileges. The role needs to ensure a high performing, structured and co-ordinated approach to the provision user RBAC access.

2. Main Duties and Responsibilities

- Be the first point of contact within Informatics for all queries, incidents, problems and requests relating to access and identity. Be responsible for the operational management of Active Directory user accounts, provision of file shares, email access, clinical systems access, computer accounts, and associated infrastructure from a multi-site, multi-domain forest.
- Support the role in identity management operations within the organisation where interfaces to other Identity systems, e.g. Electronic Staff Record.

- Ensure that correct levels of RBAC access is granted to clinical users, providing appropriate access for their role.
- Responsible for the creation of shared resources, file shares, shared email, calendar access etc. Ensuring that the correct levels of access is granted.
- Responsible for carrying out regular audits on access and identity ensuring appropriate levels of access is maintained.
- Responsible for proactively de-provisioning user accounts that are no longer in use.
- Accurately log Informatics-related calls for incidents, problems and requests received by telephone, electronically or in person using the Trust's Service Desk system.
- Monitor open calls against agreed SLAs (Service Level Agreements)
- Manage the user experience and their expectations by keeping them updated on the status of their service request or incident.
- Agree with the user when a full resolution has been implemented that the call can be closed and to close the call and obtain feedback from users to support the department's culture of continuous improvement.
- Identify trends in incidents to the Supervisor in order that effective problems management can be implemented and escalated as appropriate.
- Use a library of knowledge as reference when supporting service users.
- Action the resolution of incidents, problems and requests in an efficient and professional manner, whilst conforming to Trust and departmental standards, service agreements, policies, procedures and working practices, escalating and seeking further advice and information within Informatics, when necessary.
- Take ownership of open calls logged on the Service Desk system into own team, liaising with other Informatics teams to ensure efficient, effective, timely resolution of calls.
- Be responsible for escalating calls in own area to supervisors and managers.
- Use Configuration Management tools and other hardware and software to support the efficient, responsive and effective delivery of the Infrastructure and continuity service
- Ensure all deployed software is fully licensed
- Assist in the administration of Service Desk applications including the Informatics Service Desk software and Informatics telephony call logging system ensuring that they are maintained to a high standard
- Undertake designated operational and data administration tasks for systems / computers located within the Trust's corporate Computer Room facilities in an efficient, timely and appropriate manner in line with Trust policies and procedures
- Undertake work in line with operational schedules and work programmes.
- Assist in the provision of an appropriate level of operating system support for all multi-user systems within the Trust. Perform special operational duties under guidance from appropriate personnel.
- Act as a point of contact for computer-related advice, particularly within the PC environment (Desktop, Laptop and peripherals).

3. General Duties

3.1. Human Resources:

Assist in the day-to-day co-ordination of work in own area.

Provide Health and Safety advice to all customers/users regarding hardware and software in line with national legislation and Trust policy and guidelines.

Participate in the development of staff, where appropriate, in line with Appraisals, Investor in People and other associated guidance.

Provide specialist training for staff from own or other disciplines on own subject area, when required.

Participate in an on-call or out-of-hours service, when required.

3.2. Financial / Physical Resources:

Assist in the management of financial resources allocated to own areas.

Be responsible for the safe use of IT / network hardware and software.

Support business appraisals and Business Case production, when required, in partnership with customers, undertake solution searches and appraisals of supplier proposals.

Liaise with Group Informatics Commercial Lead, Trust Purchasing and Supplies Consortium and other users advising on IT related aspects of purchasing to ensure that all technical requirements are met whilst ensuring that Trust Standing Financial Instructions (SFIs) and procurement guidelines are followed and adhered to.

3.3. Project and or Programme Management:

Participate in the implementation of projects or programmes where required, to maintain a good understanding of services within the Trust and ensure the provision of integrated solutions in line with the Group Informatics Strategy.

Ensure that NHS Project or Programme Management standards, such as Prince2, are applied appropriately to IT projects and programmes.

Contribute to projects and programmes, assisting in successfully delivering in line with agreed timescales and budgets and that Trust agreed change delivery methodologies are used including preparation and completion of project or programme plans and associated project or programmes management documentation.

3.4. Policy / Service Development / Governance:

Act as an ambassador for the Group Informatics Service by developing and maintaining excellent working relationships with users across the organisation to deliver a high quality, performing Group Informatics service to achieve local requirements and national targets.

Contribute to a culture of service provision and continuous improvement for own area.

Follow policies for own work area and propose changes to policies and practices in own area.

Pro-actively contribute in ensuring that Group Informatics services delivered within the Trust reflect best practice with respect to organisational, NHS and legislative requirements and guidelines including IT Infrastructure Library (ITIL), General Data Protection Regulation (2016), Data

Protection legislation, Information Standards, Information Security and compliance with NHS Information Governance.

Participate in the adherence and compliance to Group Informatics internal governance standards and procedures.

Participate in quality management system, undertaking audits designed to improve IT systems and services.

Ensure that there is a proactive and comprehensive approach to risk management and be responsible for service continuity for own area and participate in the Group Informatics service continuity planning.

Ensure change management is followed in own areas and follows implemented policies and procedures.

Ensure all documentation relating to own area is complete and fit for purpose and all releases relating to hardware, software and documentation is controlled.

Contribute to Root Cause Analysis (RCA) for allocated incidents and problems; instigating emergency action, when required, liaising with other Trust Managers, as appropriate. Lead proactive resolution to address common issues and trends.

3.5. General:

Undertake all aspects of Group Informatics Services, as part of a fall-back service when required, as appropriate.

Comply with all legal, regulatory and Trust requirements including policies, standing financial instructions, standing orders and procedures.

Perform duties at all locations where Trust staff are based, including locations not owned by the Trust and other locations determined by the duties of the post.

Travel to off-site venues, as required to attend courses, conferences as designated.

Undertake other duties as required as designated by line manager or other senior Informatics managers

3.6. Health & Safety at Work:

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardise the health and safety of either yourself or of anybody else. The Trust's Health and Safety Policies outline your responsibilities regarding Health and Safety at Work.

The successful candidate must not wilfully endanger him/herself or others while at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where provided.

ALL accidents must be reported to your Senior Officer and you are asked to participate in accident prevention by reporting potential hazards.

3.7. Security

The successful candidate has a responsibility to ensure the preservation of NHS property and resources.

3.8. Confidentiality and Use of Information

To ensure, as far as is reasonably possible, that access to information is restricted to users who are known to have right of access to that information.

To ensure the requirements and principles of the General Data Protection Regulation (2016) and Data Protection legislation are adhered to.

3.9. Equal Opportunities

The Trust encourages Equal Opportunities and operates an Equal Opportunities Policy. All individuals regardless of race, ethnicity, nationality, gender or disability are encouraged to apply for all advertised posts.

The post-holder will immediately report any breach or suspected breach of both equal opportunity and anti-harassment guidelines.

3.10. Smoking Control Policy

Staff are prohibited from smoking on Trust premises in line with the Trust Smoking Control Policy. Persistent contravention of this policy may be viewed as a disciplinary matter.

3.11. Infection Control

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust Infection Control manual

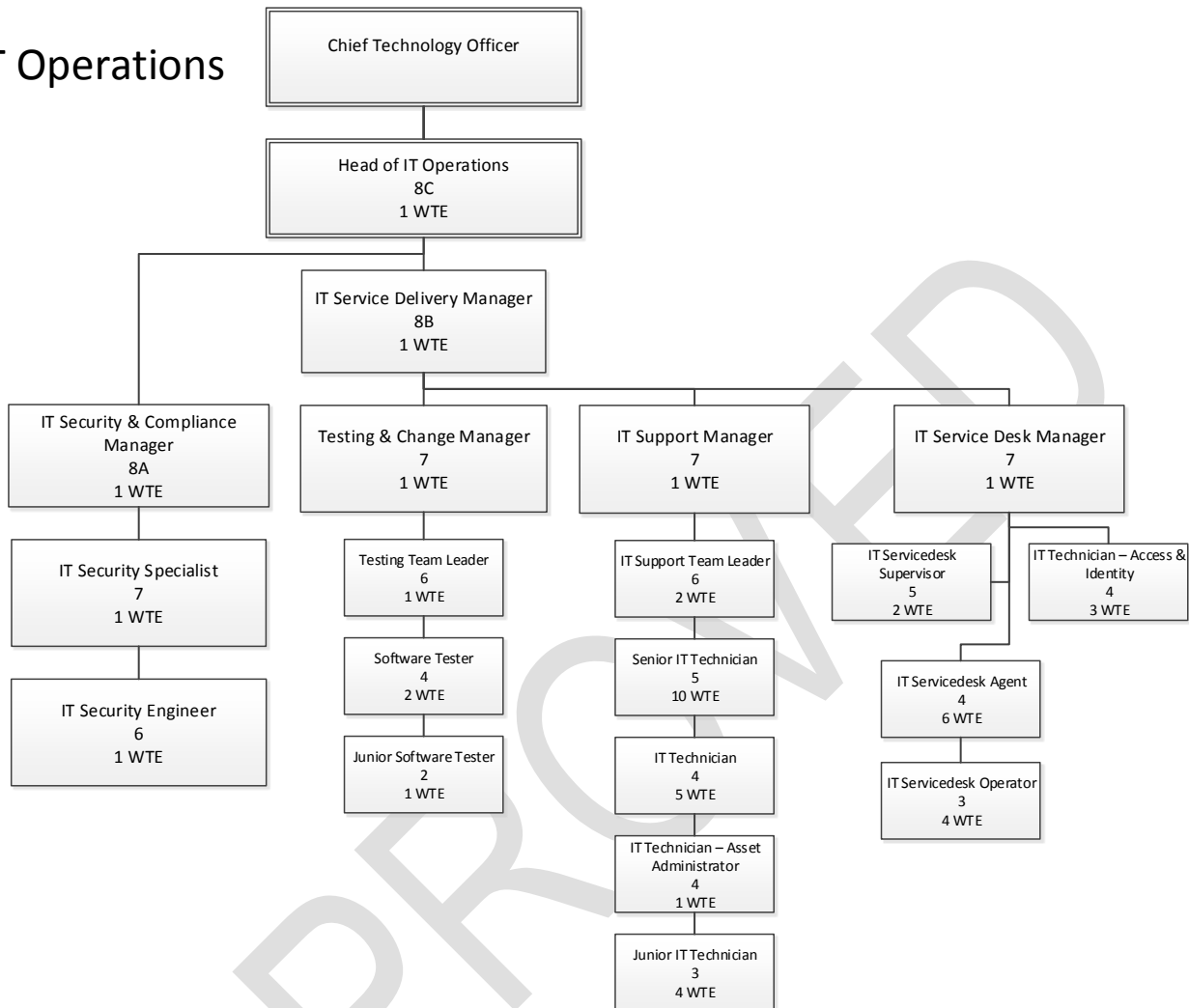
The Trust operates a system of Team Briefing, which is based on the principle that people will be more committed to their work if they fully understand the reasons behind what is happening in their organisation, and how it is performing.

It is expected that all employees will attend the monthly briefing sessions.

This job description is not intended to be a complete list of duties and is subject to review as the work of the Department develops and resources change. An ability to adapt to new circumstances will be essential.

4.0 Organisation Structure

IT Operations



INFORMATICS – IT Operations

PERSON SPECIFICATION

IT Technician – Access and Identity

| ATTRIBUTES | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|-------------------------------|---|---|------------------------------|
| Qualifications | Higher National Certificate / Diploma or equivalent or relevant experience | Higher National Certificate / Diploma or equivalent qualification in an IT related subject | Application Form / Interview |
| | Evidence of Personal Development | | Application Form / Interview |
| Experience / Knowledge | Technical background in IT working in an Infrastructure support role | Previous experience in NHS IT environment | Application Form / Interview |
| | Experience in working in customer facing IT service delivery environment | Knowledge of Internet / Intranet concepts | Application Form / Interview |
| | Experience in the use of service desk systems and call distribution systems | Good working knowledge of Microsoft products including Microsoft Office Suite, Microsoft SCCM | |
| | Proven experience in providing first and second line support within the PC Client Environment; including PC hardware; operating systems; printers; other peripherals; associated software Packages; Configuration Management including remote support | Knowledge of IT Infrastructure Library (ITIL) Best Practice | Application Form / Interview |
| | Working knowledge of backup, operational and service continuity processes | Project Management methodology | Application Form / Interview |
| | Working knowledge of Local Area Networks / Wide Area Networks and Server Support | | Application Form / Interview |
| Attributes | Provide and receive information on IM&T matters which may be complicated | | Application Form / Interview |

| ATTRIBUTES | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|---------------------------|---|-----------------------------|------------------------------|
| | Ability to analyse situations / information to identify and resolve a range of problems | | Application Form / Interview |
| | Plan tasks and activities which may require adjustment due to variable workload / interruptions | | Application Form / Interview |
| | Collaborative approach and good team working | | Application Form / Interview |
| Other requirements | Ability to undertake shift working including out-of-hours, weekend and Public Holidays | Driving Licence / Car Owner | Application Form / Interview |