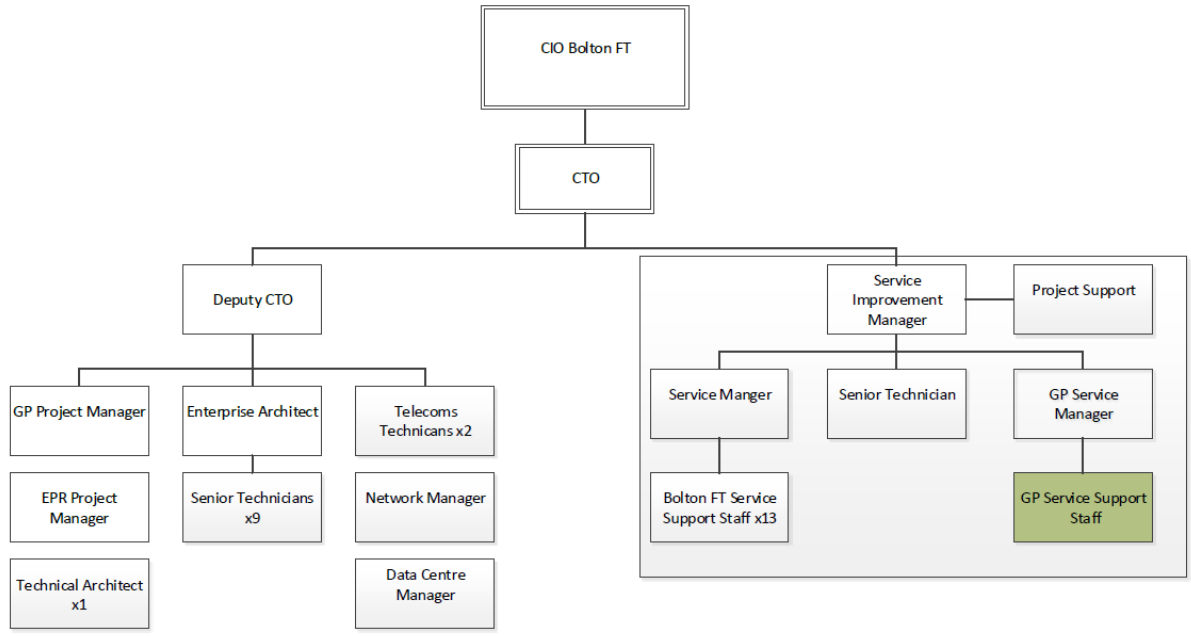
NHS
Bolton
NHS Foundation Trust

JOB DESCRIPTION

JOB TITLE:	IT Service Desk Technician
GRADE:	Band 3
Hours of Work:	37.5
Division:	Corporate
Base:	Royal Bolton Hospital
Managerially Accountable to:	GP IT Service Desk Manager

ORGANISATION CHART:



Key Relationships:
REPORTING ARRANGEMENTS

Managerially Accountable to:	**(Managerially)**	**Service Improvement Manager**
	(Reporting)	**Service Improvement Manager**
Professionally Accountable to:	**(Professionally)**	**Chief Technology Officer**
	(Clinical)	**Not applicable**

JOB PURPOSE:

To be first point of contact for all IT issues and queries, to provide excellent customer services and provide first time fixes where applicable. Ensuring that the services are efficient and responsive to the needs of the General Practitioners and CCG. To provide an efficient technical and systems support function to users of departmental systems.

Our Values

- *Vision*

We have a plan that will deliver excellent health and care for future generations, working with partners to ensure our services are sustainable.
We make decisions that are best for long term health and social care outcomes for our communities

- *Openness*

We communicate clearly to our patients, families and our staff with transparency and honesty
We encourage feedback from everyone to help drive innovation and Improvements

- *Integrity*

We demonstrate fairness, respect and empathy in our interactions with people
We take responsibility for our actions, speaking out and learning from our mistakes

- *Compassion*

We take a person-centred approach in all our interactions with patients, families and our staff
We provide compassionate care and demonstrate understanding to everyone

- *Excellence*

We put quality and safety at the heart of all our services and processes
We continuously improve our standards of healthcare with the patient in mind

DUTIES AND RESPONSIBILITIES

General

All details for grade outlined in Knowledge Skills Framework Document (KSFD)

1. Answer telephone calls within a specified response time

2. Provide excellent customer service when dealing with service users via telephone and electronic mail and in person.

3. Record all incidents reported by users on the service desk software ensuring that:
   - All contact details are checked and verified
   - An accurate description of the incident is recorded onto the service desk call logging system
   - An appropriate priority is assigned to the incident
   - All updates from the service user or assigned officer are recorded accurately and in a timely manner.

4. Develop your IT knowledge and requirements to provide 1st Line support and fault diagnosis to the GP service users or IT software and hardware. Targets to be agreed within your Appraisal.

5. Provide first time fixes and resolutions to simple ICT related incidents and requests where appropriate via telephone and face to face.

6. Liaise and communicate effectively with users, and internal and external contacts as required

7. Provide the interface between the service user and 2nd / 3rd line support and third party suppliers.

8. Identify gaps in the asset database; checking and amending registers which could include adding or removing equipment details to ensure that the asset register is up to date

9. Undertake data entry onto requisitions systems to assist with the purchase of hardware and software equipment as requested

10. Monitor the progress of the open calls ensuring that they are resolved in accordance with agreed criteria as specified in the department's standard of work.

11. Monitor open calls against agreed SLAs (Service Level Agreements), and chase progress with engineers as appropriate.

12. Manage the service user experience and their expectations by updating them on the status of their reported incident.

13. Agree with the service user when a full resolution has been implemented that the call can be closed and to close the call.

14. Obtain feedback from users in order to support the department's culture of continuous improvement.

15. Assist the department team leads and managers with the production of performance statistics to aid service improvement.

16. Contribute to ongoing development of service desk by proposing changes to working practices and procedures and forward end user views on opportunities for enhancement

17. Identify trends in incidents to the department team leads and managers in order that potential problems can be identified and escalated as appropriate.

18. Liaise with third party suppliers where incidents have been escalated to obtain feedback of resolution progress in order to keep the service user updated on progress.

19. Receive complaints either in writing or verbally and to refer to the managers for escalation and resolution.

20. Participate in the GPs' disaster recovery plan

21. Participate where required in IT projects.

22. Participate in working across shift patterns, to cover between 08:00 and 20:30 and weekends.

23. Provide guidance and knowledge sharing to new starters or less experienced colleagues.

24. Use the 'library of knowledge' for reference when supporting service users.

25. Undertake other duties as required to support the service at the request of the department managers.

LEGAL & PROFESSIONAL RESPONSIBILITIES

- Adhere to Trust and departmental policies and procedures.
- Maintain a safe environment for yourself and others, taking reasonable care to avoid injury. Co-operate with the Trust to meet statutory requirements.
- Maintain registration, and nursing competencies, and comply with NMC code of Professional Conduct, and related documents.
- Sustain and improve own professional development by personal study, work based learning activities, and by using opportunities provided by the Trust.
- Keep up-to-date with legal matters that may arise during the course of duty.

Health, Safety and Security:

- All employees have a duty to report any accidents, complaints, defects in equipment, near misses and untoward incidents, following Trust procedure.
- To ensure that Health and Safety legislation is complied with at all times, including COSHH, Workplace Risk Assessment and Control of Infection.

Confidentiality:

- Working within the trust you may gain knowledge of confidential matters which may include personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Data Quality

- All employees are reminded about the importance of Data Quality and staff should make themselves aware of both departmental and corporate objectives for Data Quality.

- Data Quality forms part of the appraisal and objective setting process for staff responsible for data entry and data production; staff should ensure that they adhere to policies and procedures at all times. Failure to do so may result in disciplinary action being taken.

Codes of Conduct and Accountability:

- You are expected to comply with relevant Bolton NHS Foundation Trust codes of conduct and accountability.

Infection Prevention and Control:

- You must comply with all relevant policies, procedures and training on infection prevention and control.

Safeguarding Children and Vulnerable Adults:

- You must comply with all relevant policies, procedures and training on safeguarding and promoting the welfare of children and vulnerable adults.

Valuing Diversity and Promoting Equality:

- You must comply with all relevant policies, procedures and training on valuing diversity and promoting equality.

Training:

- Managers are required to take responsibility for their own and their staff's development.

- All employees have a duty to attend all mandatory training sessions as required by the Trust.

Any other general requirements as appropriate to the post and location

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the postholder.

Date Prepared: September 2018 (technical updates)

Prepared By: Brett Walmsley

Chief Technical Officer

Agreed By: **Not Applicable**

Employee's Name and Signature: Date:

Manager's Name and Signature: Date:

PERSON SPECIFICATION
IT Service Desk Technician

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Education/ Qualifications	. Good standard of basic education A Level / Diploma Level 3 or equivalent Demonstrate commitment to ongoing personal development	HND Computer Studies or equivalent ITIL Foundation Qualification 1st Line Support Experience	Application Form Interview References Portfolio
Experience	Experience of working within an office environment. Proven experience of working in a customer focused environment. Good knowledge of the MS Office Suite of products.	Experience in delivering IT facilities Experience of working within service desk environment Experience of call management using a call logging system, providing excellent user experience and managing expectations. Experience of working within the NHS Ability to provide an effective desktop support service. Good knowledge of Windows Desktop platforms such as Windows 7 and 10	Application Form Interview References Portfolio

Skills and Abilities	Good interpersonal and communication skills (written, verbal, electronic). Must have good attention to detail. Have a customer oriented approach. Ability to listen and diagnose correctly in order to ensure that incidents are dealt with effectively Ability to handle people in a courteous and sensitive manner taking account of individual needs and concerns Ability to work to deadlines, prioritise tasks and manage in a busy pressurised climate. Good organisational skills Ability to organise self to work on own initiative and judgement whilst working within set guidelines with moderate levels of supervision and management. Maintain a positive attitude and commitment to learning and	Ability to communicate complex information to all levels of staff. Proven track record of working as part of a team.	Application Form Interview References
Other	Flexibility of working hours Well motivated Able to work on own initiative.		Application form Interview

Prepared By:
Business Manager
Bolton NHS Foundation Trust

Date: October 2015