

## ROLE BRIEF

<b>Department:</b>	<b>IM &amp; T</b>
<b>Job Title:</b>	<b>Senior IT Operations Engineer</b>
<b>Responsible To:</b>	<b>IT Operations Lead</b>
<b>Location:</b>	<b>Predominately Crowborough and East Grinstead, though limited travel to satellite sites will be required</b>
<b>Key Duties:</b>	<p>The role of IT Operations Engineer focuses on the technical delivery of IT services and providing excellent IT support to Horder Healthcare (HH).</p> <p>We are looking to change the way IT works at HH through an innovative approach. This is about introducing new models to deliver a hybrid model of IT for the digital future of HH. It's not about traditional, we are going to continually upset the norm.</p> <p>This role holder is expected to perform the following duties:</p> <ul style="list-style-type: none"> <li>• Working as part of a team to serve as first point of contact for HH stakeholders, e.g. clinical staff, administrative staff and executives), through differing mediums e.g. phone, face-to-face, email</li> <li>• Taking ownership of issues reported to the Service Desk and seeing problems through to resolution within agreed time limits</li> <li>• Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues</li> <li>• Following standard procedures for proper escalation of unresolved issues to the IT Leads</li> <li>• Undertaking small to medium sized IT projects as delegated by the IT Leads</li> <li>• Supporting, maintaining and configuration of a mixed endpoint environment e.g. Windows, IOS, Printers/MFDs, Phones</li> <li>• Deployment of authorised software</li> <li>• Supporting Microsoft Windows OS and Office products</li> <li>• Supporting other 3<sup>rd</sup> party vendors software products</li> <li>• User administration across multiple platforms e.g. Active Directory, Office 365, DXC iPM, Compucare</li> <li>• Completing internal user moves of IT equipment</li> <li>• Ensuring asset logs for equipment and users are maintained</li> <li>• Ensuring licensing for all software purchased is recorded and maintained</li> <li>• Document &amp; share technical knowledge for both IT staff and end users</li> <li>• Take part in on call rota system</li> <li>• Take part in a shift rota</li> <li>• Work with 3<sup>rd</sup> party managed service providers e.g. LAN and WAN and software vendors</li> <li>• Take the initiative to develop innovative solutions to improve the overall effectiveness of the HH business through digital opportunity</li> </ul>



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<b>Key Accountabilities:</b>	<p>The IT Operations Engineer role is about keeping the core business functioning. HH is reliant on a robust, performing and available digital infrastructure underpinned by the IT Operations team.</p> <p>The position is responsible for supporting and maintaining the IT Infrastructure against the overarching Service Level Agreement.</p> <p>The position provides exposure to a broad range of IT-related projects and activities. It is expected that at times the jobholder will step-up to lead these activities and operational services.</p>
<b>Key Knowledge, Skills and Experience:</b>	<p><b><u>Personal Attributes</u></b></p> <ul style="list-style-type: none"> <li>• Excellent customer service skills</li> <li>• Self-motivated approach to learning</li> <li>• Enthusiastic, communicative and inquisitive individual</li> <li>• Motivated by producing quality work within agreed timescales</li> <li>• Creative problem solver who listens, processes and then acts</li> <li>• Structured working practices</li> <li>• Able to work on own initiative and as part of a team in a technical environment</li> <li>• Ability and willingness to learn new technologies</li> <li>• Good communication skills, written and verbal</li> <li>• Excellent organisational and time management skills, flexible towards working hours</li> </ul> <p><b><u>Experience</u></b>  <b>Must Have</b>          At least 3 years IT helpdesk/service desk experience working within an ITIL (or similar) framework.</p> <p>Excellent working knowledge of the following, including in-depth troubleshooting:</p> <ul style="list-style-type: none"> <li>• Service Desk (ITSM) Tools such as Spiceworks and Jira Service Desk</li> <li>• Microsoft Windows 7 and 10 including deployment</li> <li>• Microsoft Office 2013 or higher</li> <li>• User administration (Active Directory)</li> <li>• Desktop and laptop hardware</li> <li>• Remote support tools (such as VNC)</li> <li>• Office 365</li> <li>• Security Suits (such as Sophos Enterprise Console or another Enterprise antivirus/antimalware tool)</li> <li>• MDT (or similar imaging tool)</li> <li>• Veeam Backup &amp; Replication/Availability Suite (or similar backup tool)</li> </ul> <p>Understanding of the following technologies:</p> <ul style="list-style-type: none"> <li>• TCP/IP</li> </ul>



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	<ul style="list-style-type: none"> <li>• Active Directory</li> <li>• WiFi</li> <li>• Group Policies</li> <li>• Virtualisation</li> <li>• Proxy/Web Filtering</li> <li>• DNS/DHCP</li> <li>• Unified Communications e.g. Skype</li> </ul> <p><b>Nice to Haves</b> Experience supporting and managing the following:</p> <ul style="list-style-type: none"> <li>• i.Patient Manager (iPM) (or similar Patient Administration System)</li> <li>• Phone systems (Both VoIP and traditional PBX)</li> <li>• iOS, Android, Mac</li> <li>• Infrastructure Management Solutions e.g. Lansweeper</li> </ul>
<b>Health and Safety:</b>	<p><b>The Health Act 2008</b> Code of Practice for Prevention and Control of Healthcare Associated Infections:</p> <p>You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist.</p> <p>For clinical colleagues with direct patient contact, this will include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• compliance with clinical procedures and protocols, including uniform and dress code</li> <li>• the use of personal protective equipment</li> <li>• safe procedures for using aseptic techniques</li> <li>• safe disposal of sharps.</li> </ul> <p>Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.</p>
<b>Equal Opportunities</b>	<p>Horder Healthcare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of: gender, sexual orientation, age, marital status, responsibility for dependants, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.</p>
<b>Confidentiality</b>	<p>You will make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person.</p>
<b>Safeguarding</b>	<p>You will be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.</p>



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<b>Review</b>	<p>Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues.</p> <p>Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we'll discuss with you first.</p>
<b>Role Brief Agreement</b>	<p>I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.</p> <p><b>Colleague name:</b></p> <p><b>Colleague signature:</b></p> <p><b>Date:</b></p>



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