



For office use only
CAJE REFERENCE **HD2018/0100/A1**
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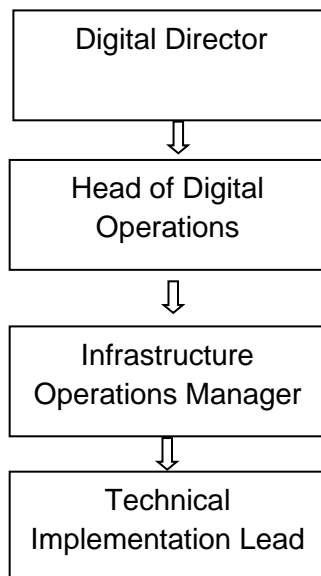
JOB DESCRIPTION

JOB DETAILS

Job Title: Technical Implementation Lead
Pay Band: 7
Directorate: Planning, Performance & Commissioning
Department: Informatics

ORGANISATIONAL ARRANGEMENTS

Managerial Accountable to: Head of Digital Operations
Reports to: Infrastructure Operations Manager
Professionally Responsible to: Infrastructure Operations Manager
Responsible For: N/A
Organisation chart:



JOB SUMMARY / PURPOSE

Working as a key part of the ICT team the post holder will be responsible for providing the Health Board with specialist advice relating to a wide range of ICT technologies. Investigating a range of highly complex infrastructure issues including the following:-

- Network (LANs, WANs and Wireless)
- Systems & Services (File & Print, E-mail, SQL Databases, Active Directory, Application Servers and supporting infrastructure services such as DHCP)
- Storage Services (SAN's, NAS and DAS)
- Security Services (Anti-Virus, Firewalls and Patching)
- Virtualisation Services (VMWARE / Hyper-V)

The post demands an enthusiastic, highly motivated individual with specialist knowledge across the range of ICT areas identified above.

MAIN DUTIES AND RESPONSIBILITIES

Service Management

Analyses, investigates and resolves highly complex ICT issues whilst undertaking ICT support on the server infrastructure in use within the Health Board.

Analyze, investigates and resolves highly complex ICT issues whilst undertaking ICT support on the network infrastructure and the range of applications delivered to end users. This will involve reassurance and training skills as there will be barriers to understanding.

Plans and organizes the installation, configuration and management of a broad range of highly complex strategic ICT systems and various ICT projects which require formulation and adjustment of project plans and strategies. Undertake equipment test and adoption where required.

Schedule and complete server and network housekeeping tasks and provide full documentation and logs.

Management of Data Centre infrastructure including asset management of all equipment and management, developing and monitoring of our enterprise wide monitoring solution.

Ensures the appropriate planning of new builds and refurbishments from an Informatics perspective ensuring compliance with the Health Board's Digital Strategy.

Service Improvement

Research and evaluate new technologies that may meet the requirements of ICT or to improve operations of the Health Board including reviewing options and recommending solutions.

Implementation of pilots including testing and modification during the life of the pilot implementation.

Evaluation of infrastructure pilots of new technologies implemented and development of deployment plans across the Health Board.

Provide full system documentation for complex ICT server and network infrastructure ensuring compliance with relevant policies and procedures and implementing new policies where necessary. Suggest updates and changes to these policies and procedures as required which will impact users of Information Systems across the Health Board.

Communications

Interact with internal Health Board employees attempting resolution of complex ICT issues.

Manages priorities across a range of issues, requests and projects.

Provides feedback on ICT projects to non-ICT stakeholders as part of system implementations, infrastructure upgrades and new builds / refurbishments.

Interact with external companies as necessary relating to the resolution of support calls communicating highly complex information as required.

Interact with senior technical resources across other Health Boards and at the NHS Wales Informatics Service during the course of infrastructure support and Informatics project.

Communicates effectively across all departments in the Health Board at all levels both orally and in writing.

Finance and Resources

Assists in the security, maintenance, support and development of the local and wide area networks.

Assists in the installation, maintenance and repair of ICT equipment (servers and security equipment).

Project manage range of infrastructure projects, providing specialist technical knowledge to project teams and project boards.

Has freedom to act to ensure projects delivered on time and are transition effectively into operational running.

Manages project financial resources, effectively reporting spend to the Head of ICT and ensuring projects are delivered within budget.

Personal and People Development and People Management

Provides appropriate support to others to improve their knowledge and understanding and shares own knowledge, skills and experience with others during adhoc departmental training sessions.

Delivers training where required to staff within the ICT department on new information systems, policies and procedures that may be complex and specialised.

Undertakes training to users on ICT systems and infrastructure systems across the Health Board that may be complex and specialised.

Allocates work to junior members of the Infrastructure team as required.

Information Processing

Responsible for the design and development of complex ICT systems and upgrades as required ensuring user specifications are met and are fully tested and signed off prior to implementation.

Provide full system documentation (based on ITIL) for complex ICT server and network infrastructures ensuring compliance with relevant policies and procedures and implementing new policies where necessary.

Accurately records information for the purposes of Service Desk call recording, equipment inventory and asset management.

Health, Safety and Security

Act within legislation, policies and procedures relating to Information Governance.

Attend statutory/mandatory training.

Ensures all equipment is tested to ensure correct and safe operation prior to introduction as a live service.

Guarantees at all times the security and safety of user information and ensures all Health Board employees and equipment complies with the relevant policies.

Quality

Ensures delivery of high quality service which meets the standards laid out by the service's Service Level Agreements (SLA).

Equality and Diversity

Actively promotes equality of opportunity and diversity in own area of responsibility.

Effort and Environmental

Ongoing requirement to work independently across the Health Board using own initiative and taking action based on own interpretation of policies without access to their manager.

One of the Health Board's lead specialist in Data Centre infrastructure and computer networks.

Occasional physical effort required whilst moving ICT equipment which maybe heavy.

Frequently required to work in cramped and difficult conditions when servicing communication rooms with exposure to dust and noise.

Continuous use of a keyboard and VDU whilst undertaking ICT support tasks.

Required to frequently drive whilst supporting the Health Board's range of geographic locations.

Dealing with employees of the Health Board whom maybe agitated / frustrated with ICT issues caused by problems or delays to project work.

Manipulating and inputting data into the Health Boards ICT technical systems whilst undertaking complex troubleshooting and reviewing performance statistics.

Undertakes cabling installation works using fine tools and equipment.

Constant interruptions whilst dealing with ICT incidents from the Service Desk and escalations from team members.

General

May be required to participate in the Health Board's on-call rota.

Any other duties may be determined by the Infrastructure Operations Manager or Head of ICT.

Works on own initiative at any of the Health Board's locations as required.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	<p>Degree in ICT related discipline or equivalent ICT certification</p> <p>Specialist training and knowledge in following areas:</p> <p>Microsoft Server Operating Systems. Directory Services. Microsoft Exchange. Microsoft SQL Server. Cisco LAN's and WAN's. VMWARE Virtualisation. Security Technologies. Hardware troubleshooting and repair. Network Services (DHCP/DNS).</p> <p>ITIL Certification.</p>	<p>Certified Microsoft Status.</p> <p>Exposure to Storage Area Networks.</p> <p>Mitel Telephony Technologies.</p>	Application form
Experience	<p>Extensive experience supporting highly complex ICT environments.</p> <p>Practical approach to problem solving.</p> <p>Able to assimilate new technologies and apply in the workplace.</p>		Application form and interview.
Language Skills		<p>Welsh Speaker (Level 1) <i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	Application form and interview
Aptitude and Abilities	<p>Proactive attitude to day to day work.</p> <p>Customer service skills.</p> <p>Ability to work well under pressure both individually and as part of a team.</p> <p>Excellent communication skills.</p>	Report Writing.	Interview

Values	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> • Dignity, Respect and Fairness • Integrity, Openness and Honesty • Caring, Kindness and Compassion <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent services • Putting people at the heart of everything we do 		Interview
Other	Ability to travel between Health Board sites in timely manner	Understanding of National Programmes and Strategies.	Interview

Level 1 Welsh

(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.