

JOB DESCRIPTION

JOB DETAILS

Job Title: End User Computing Technical Lead

Pay Band: 7

Directorate: Finance

Department: Digital Services

ORGANISATIONAL ARRANGEMENTS

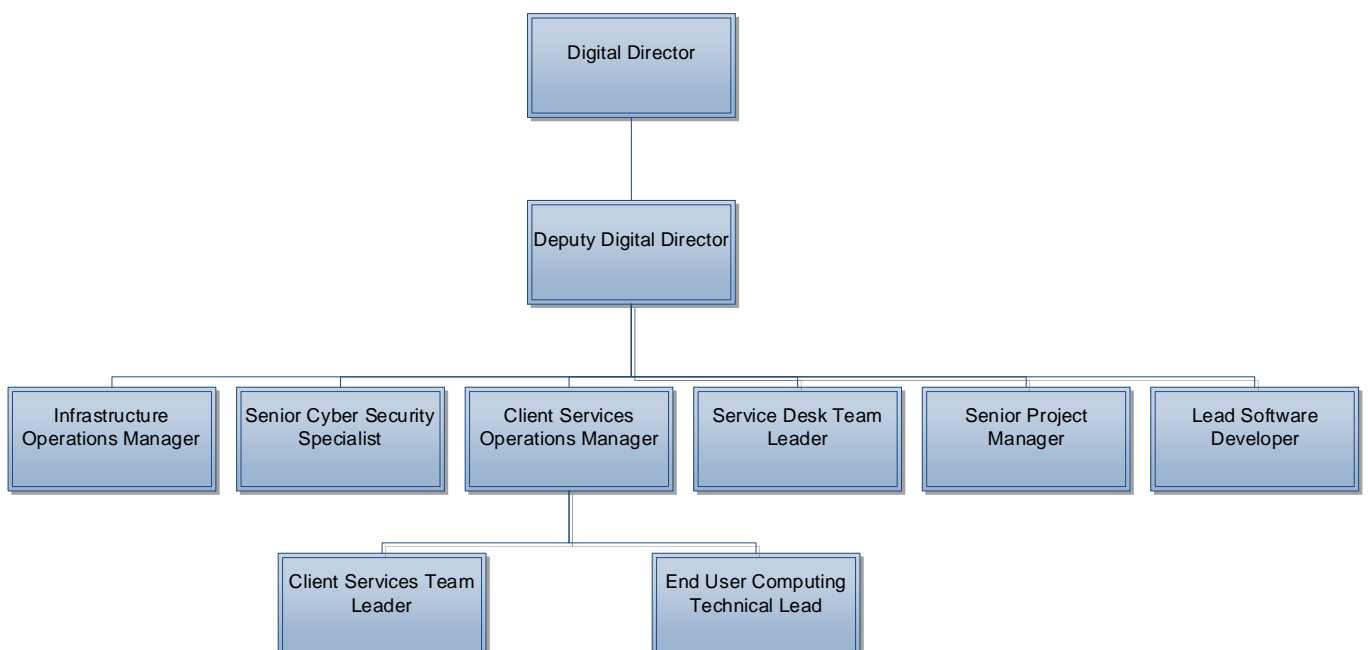
Managerial Accountable to: Deputy Digital Director

Reports to: Client Services Operations Manager

Professionally Responsible to: Client Services Operations Manager

Responsible For: N/A

Organisation chart:



JOB SUMMARY / PURPOSE

The post holder will have an excellent breadth and depth of end user computing technical knowledge gained through qualifications and significant hands-on experience.

To provide technical / operational support for the Health Board's end user computing infrastructure which includes associated hardware, operating systems, authentication services, application delivery, management, and security.

As a senior member of the Digital team at Hywel Dda UHB you will undertake the design and implementation of new systems working with third parties as required.

The position will also provide support on the strategic direction for future client services strategies and act as an escalation point for incidents and provide specialist advice and knowledge to support our Digital services.

The post holder will lead on the Office 365 and Citrix ecosystems for the Health Board ensuring the benefits of the platform are available across the organisation.

Lead the organisation in its Cloud First strategy ensuring our end user computing infrastructure can leverage and migrate to cloud services where there is business benefit.

1. MAIN DUTIES AND RESPONSIBILITIES

- a. Analyses, investigates, and resolves highly complex ICT issues raised to the Digital Service Desk on the end user computing infrastructure in use across the Health Board.
- b. Analyses, investigates and resolves root causes of ICT problems and performance issues.
- c. Plans and organizes the installation, configuration and management of a broad range of high complex ICT systems undertaking testing and adaption where required.
- d. Act as the key point of contact for major ICT incidents and critical ICT problems ensuring root cause analysis.
- e. Production and maintenance of accurate system inventories, documentation and service management information associated with the end user computing infrastructure.
- f. To manage monitoring procedures for the Health Board's end user computing infrastructure and ensuring suitable events are responded too and the infrastructure is proactively managed.
- g. To help develop standard operation procedures for the configuration and installation of all elements of the end user computing infrastructure including daily operation checks.
- h. Ensure all end user computing infrastructure is always kept up to date with the latest security patches and protected against cyber security threats in line with the Health Boards Digital and Information Governance policies.
- i. Ensure the Health Board's change management procedure is invoked for all changes associated with the end user computing infrastructure.

2. Service Management

- a. To research and contribute to the development of the end user computing infrastructure in line with industry best practice and to gather and document requirements from users across the organisation.
- b. To deliver any specific projects to agreed timescales and budget as set by the Client Services Operations Manager. To work with the Client Services Operations Manager in the modernisation of the technical infrastructure associated with our end user computing services and the transition to a Cloud First approach.
- c. Assist the Client Services Operations Manager to develop and implement all technical policies and procedures relating to the end user computing infrastructure across the Health Board.
- d. To analyse and provide solutions for faults logged by users, by using in-depth investigation into complex problems. This will require analysis to determine the complexity of the problem, the extent of the problem and its effect on other systems and/or users.

3. Communications

- a. Always required to communicate effectively across the various ICT teams, across Digital services and across departments in the Health Board, handle complex and sensitive information, to undertake difficult conversations, conflict management and resolve issues.
- b. Provide project management support to projects and programmes as required, managing sometimes contentious and difficult relationships in a sensitive and professional manner. These relationships may be contractual in nature.
- c. Work closely with other public sector bodies across the Hywel Dda region including local authorities and the third sector. Work closely with other NHS Wales organisations including Digital Health & Care Wales.
- d. Participate in regular operational and project review meetings delivering required updates.

4. Finance and Resources

- a. To manage any budgets associated with new builds, refurbishments and any approved capital schemes associated with the end user computing infrastructure.
- b. To oversee the deployment of new hardware and software across the Health Board.
- c. Ability to plan over short-, medium- and long-term timeframes and adjust plans and resource requirements accordingly.
- d. Ensures all end user computing systems are backed up to ensure Recovery Point and Recovery Time objectives are met.
- e. Ensures all end user computing systems have robust disaster recovery plans so services can be recovered in the event of a major failure. Ensures both backup and disaster recovery plans are fully documented and tested at six monthly intervals.

5. Personal and People Development and People Management

- a. Manage own workload and make informed decisions in the absence of senior management support, working to tight and often changing timescales.
- b. Has freedom to act to ensure projects delivered on time and are transitioned effectively into operational running.
- c. To support the junior client services team and provide advice and guidance to develop their capacity and performance.

6. Information Processing

- a. To ensure the Health Board's Service Management system is accurately kept up to date by the whole client services team for the purpose of high-quality record keeping.
- b. Ensure accurate asset records for all end user computing infrastructure including controlling stock stored on our sites, ensuring all stock is on the asset register and appropriately asset tagged. This will include owning the relevant sections of the CMDB and providing reports of end-of-life equipment as required.
- c. Provide updates to existing end user computing risks, available mitigations and action plans and highlight new risks to the Client Services Operations Manager.
- d. Responsible for the design and development of complex Digital systems and upgrades as required ensuring user specifications are met and are fully tested and signed off prior to implementation.

7. Health, Safety and Security

- a. Act within legislation, policies and procedures relating to Information Governance. Attend statutory/mandatory training.
- b. Ensures all equipment is tested to ensure correct and safe operation prior to introduction as a live service.
- c. Always guarantees the security and safety of user information and ensures all Health Board employees and equipment complies with the relevant policies.

8. Quality

- a. To develop the Health Board's end user computing infrastructure through continuous improvement striving to improve quality and service levels in line with Health Board requirements.
- b. Ensures delivery of high-quality service that meets the standards laid out by the service's Service Level Agreements (SLA).

9. Equality and Diversity

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

10. Effort and Environmental

- a. Requirement to use VDU and keyboard continuously during the working day.

- b. Require for prolonged periods of concentration whilst analysing complex end user computing issues whilst also dealing with queries from end users and the team.
- c. Some occasional physical effort required whilst moving and installing heavy equipment across all Health Board sites.
- d. Required to travel between Health Board sites whilst moving equipment and undertaking regular support duties.
- e. Dealing with employees of the Health Board who maybe agitated / frustrated with technology issues.

11. **General**

- a. Will be required to provide on-call services as part of a rota to ensure our services is effectively supported 24x7, 365 days a year.
- b. Able to work without supervision and will need to understand and interpret the complexity of the overall digital infrastructure across multiple locations.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	<p>Degree in ICT discipline or equivalent experience in the core skills required of this post via extensive practical experience.</p> <p>Additional postgraduate professional technical qualifications in relevant areas (Microsoft / Citrix technologies).</p> <p>Extensive knowledge of Office 365.</p>	<p>Any formal ITIL qualifications.</p> <p>PRINCE2 qualifications.</p> <p>Evidence of continuing professional development.</p>	Application form
Experience	<p>Working in a team managing and supporting a complex multi-site digital infrastructure.</p> <p>Extensive experience including some of:-</p> <ul style="list-style-type: none"> • Microsoft operating systems. • Microsoft productivity applications. • Active Directory / Azure Active Directory. • Citrix Technologies. • Application Deployment Services. • Modern Management (Autopilot / Intune). • Cyber Security Software. • TCP/IP networking. • DHCP & DNS. • Any exposure to powershell scripting. • Group Policy Management. 	<p>Experience of the NHS and the critical technologies used to support patient care.</p> <p>Experience of leading project teams.</p> <p>Exposure to Apple and Android Operating Systems.</p>	Application form and interview.
Language Skills		<p>Welsh Speaker (Level 1) <i>Full details around the expectations associated</i></p>	Interview

		<i>with level 1 may be found at the bottom of this page</i>	
Aptitude and Abilities	<p>Ability to work with senior stakeholders at various levels within the organisation.</p> <p>Ability to analysis complex solutions whilst evaluating new technologies.</p> <p>Communicate technically complex issues to a non-technical audience.</p> <p>Ability to research and develop new technology determining which would be of benefit to the Health Board and how it should be implemented.</p> <p>Experience in data analytics and creating reports.</p> <p>Excellent ability in verbal and written communications.</p>	<p>Ability to manage supplier relationships.</p> <p>Ability to create and give presentations to both internal and external stakeholders.</p> <p>Experience in providing training to others.</p>	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	<p>Ability to travel between sites in a timely manner given the geographic spread of the Health Board.</p> <p>Cares about the service and service continuity and is willing to go the extra mile when necessary.</p> <p>Enthusiastic, self-motivated, looks for opportunities to improve services, staff and self.</p> <p>Flexible and adaptable to meet all aspects of the work.</p> <p>Use of a VDU and Keyboard.</p> <p>Participate in on-call rota providing 24x7 cover</p>		Interview
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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.

GENERIC STATEMENTS

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate ongoing continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

OUR VALUES

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and

responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients*, visitors and the public.

***Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service.