

JOB DESCRIPTION

JOB DETAILS

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| Job Title: | ICT Network Manager |
| Pay Band: | 7 |
| Directorate: | Planning, Performance & Commissioning |
| Department: | Informatics |

ORGANISATIONAL ARRANGEMENTS

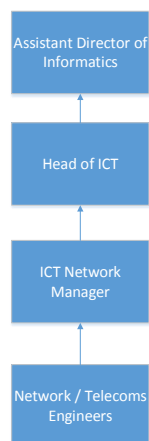
Managerial Accountable to: Head of ICT

Reports to: Head of ICT

Professionally Responsible to: Head of ICT

Responsible For:

Organisation chart:



JOB SUMMARY / PURPOSE

The post holder will have an excellent breadth and depth of networks and telecommunications infrastructure technical knowledge gained through qualifications and significant hands on experience. In addition, the post holder will have team leading / management experience being able to work effectively with the network / telecommunication engineers on a daily basis.

To provide technical / operational support for the Health Board's data and voice communications network which includes the fixed and wireless Local Area Networks, Wide Area Networks, traditional telephony, IP telephony and supporting networking technologies such as DHCP, firewalls, access control and monitoring.

The position will also provide support on the strategic direction for future networking and telecommunication strategies and work closely with our third party provides.

Will be required to manage the team of network and telecommunication engineers ensuring excellent services are provided at all times to the Health Board

MAIN DUTIES AND RESPONSIBILITIES

Service Management

Analyses, investigates and resolves highly complex ICT issues raised to the Informatics Service Desk on the network and telecommunications infrastructure in use across the Health Board.

Analyses, investigates and resolves root causes of ICT problems and performance issues.

Plans and organizes the installation, configuration and management of a broad range of high complex network and telecommunication systems undertaking testing and adaption where required.

Act as the key point of contact for major ICT incidents and critical ICT problems coordinating the technical response of the networking team.

Manage third party network maintenance contracts ensure core elements of the infrastructure are supported effectively.

Production and maintenance of accurate system inventories, documentation and service management information associated with the networks and telecommunications infrastructure.

To develop monitoring procedures for the Health Board's network and telecommunications infrastructure and ensuring suitable event management is in place so the infrastructure is proactively managed.

To develop standard operation procedures for the configuration and installation of all elements of the networking infrastructure including daily operation checks.

Ensure all network infrastructure is kept up to date with the latest security patches and protected against cyber security threats at all times in line with the Health Boards ICT and Information Governance policies.

Ensure the Health Board's change management procedure is invoked for all changes associated with the networking and telecommunications infrastructure.

Service Improvement

To research and contribute to the development of the network infrastructure in line with industry best practice and to gather and document requirements from users across the organisation.

To deliver any specific networking projects to agreed timescales and budget as set by the Head of ICT or ICT Project Manager.

To work with the Head of ICT in the modernisation of the switchboard technical infrastructure including call logging, call recording, operating consoles, critical paging and directory services.

Assist the Head of ICT develop and implement all technical policies and procedures relating to the networking infrastructure across the Health Board.

Communications

To liaise with Health Board users to identify networking requirements and to advise them of any resourcing and cost implications.

Required to communicate effectively at all times across the various ICT teams, across Informatics and across departments in the Health Board.

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 the NHS Wales Informatics Service.

Participate in regular operational and project review meetings delivering required updates and acting as a key member of the senior ICT team.

Finance and Resources

To proactively manage the telecommunications budget of the Health Board, which covers wide area network links, SIP trunks, Internet links, PSTN lines and mobile phones.

To manage the network budget associated with new builds, refurbishments and any approved capital schemes associated with the voice and data networks.

To oversee the deployment of new networking hardware and software across the Health Board including responsibility for adhoc office moves and changes.

Ability to plan over short, medium and long term timeframes and adjust plans and resource requirements accordingly.

Ensures all network and telecommunication systems are backed up to ensure Recovery Point and Recovery Time objectives are met.

Ensures all network and telecommunication 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.

Personal and People Development and People Management

Undertake daily management of the networks and telecommunications team ensuring effective workload allocation, absence management, performance management and regular 1-1's and team meetings.

To support the networks and telecoms engineers and provide advice and guidance to develop their capacity and performance.

Undertake regular Personal Development Reviews (PDR) with direct reports ensuring these are recorded on the Electronic Staff Record.

Maintain training needs analysis for the team ensuring training requirements identified in the PDR process is matched to organisational requirements.

Manage own workload and make informed decisions in the absence of senior management support , working to tight and often changing timescales.

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

Information Processing

To ensure the Health Board's Service Management system is accurately kept up to date by the whole network team for the purpose of high quality record keeping in relation to network incidents and requests.

Ensure accurate asset records for all networking 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.

Provide updates to existing networking risks, available mitigations and action plans and highlight new risks to the Head of ICT.

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.

Health, Safety and Security

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

Attend statutory/mandatory training and ensure team mandatory training compliance is kept at the required level.

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

To develop the Health Board's networks through continuous improvement striving to improve quality and service levels in line with Health Board requirements.

Ensures delivery of high quality service that 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

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

Require for prolonged periods of concentration whilst analyzing complex networking and telecommunication issues whilst also dealing with queries from end users and the team.

Some occasional physical effort required whilst moving and installing heavy networking equipment across all Health Board sites.

Required to drive between Health Board sites whilst moving equipment and undertaking regular support duties.

Dealing with employees of the Health Board who maybe agitated / frustrated with technology issues.

Required to work in confined spaces in the Health Boards communication rooms.

General

To be an active member of the national Networks and Telecommunications Service Management Board representing the Health Board as required.

Will be required to provide on-call services as part of a rota to ensure the network is effectively supported 24x7, 365 days a year.

Able to work without supervision and will need to understand and interpret the complexity of the overall ICT 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 (e.g. CCNE, CCNA).</p> <p>Knowledge of the Microsoft Office suite including Project and Visio.</p> | <p>Any formal ITIL qualifications.</p> <p>PRINCE2 qualifications.</p> <p>Evidence of continuing professional development.</p> | <p>Application form</p> |
| Experience | <p>Working in a team managing and supporting a complex multi-site ICT networking infrastructure.</p> <p>Extensive experience including some of:-</p> <ul style="list-style-type: none"> • Cisco networking • Aruba Wireless • Network security and authentication • Networking principles and technologies • Cisco firewalls • Solarwinds or similar monitoring technologies • LAN technologies (cabling etc.) • WAN technologies • TCP/IP networking • DHCP & DNS • IP routing protocols • Mitel telephony • Traditional PSTN telephony • Paging systems • Telephony support systems such as call logging and directory | <p>Experience of the NHS and the critical technologies used to support patient care.</p> <p>Experience of leading project teams.</p> | <p>Application form and interview.</p> |

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| | services. | | |
| 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>Welsh Speaker.</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 |
| Other | <p>Ability to travel between sites in a timely manner given the geographic spread of the Health Board.</p> <p>Use of a VDU and Keyboard.</p> <p>Participate in on-call rota providing 24x7 cover.</p> | | |

GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

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 on-going 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.