

Job Title:	Clinical Systems Technician (SystemOne)
Reports to (job title):	Clinical Systems Compliance Lead
Line Manager to:	None

Job purpose

HCRG Care Group is a well-established and regarded provider of NHS services, with significant growth achieved this year. As a result, we are looking for a detail-oriented and technically proficient Clinical Systems Technician to help support and maintain our portfolio of clinical systems and supporting technologies.

This role sits within the Technical Support Team and is specifically focused on providing subject matter expertise for TPP SystemOne from a clinical systems support perspective. The postholder will support complex SystemOne incidents, configuration queries, record management activity, and workflow-related issues, ensuring consistent, high -quality support across the organisation.

In addition to SystemOne, the successful candidate will be trained to support Hybrid Mail services. Following completion of training, the postholder will become the organisational Subject Matter Expert for Hybrid Mail support, providing specialist advice, second-line support, and acting as a key point of contact for Hybrid Mail-related issues.

The role is customer and client facing. The postholder must demonstrate excellent interpersonal and communication skills, a methodical approach to problem solving, and maintain clear and accurate records of actions undertaken.

Base

Local office dependent on location. Remote working is supported, and occasional travel is expected to sites within the allocated areas and beyond as required.

Key responsibilities

Daily use of our ITSM software and MS Teams to manage requests for support, updating requests with detailed investigation and resolution steps.

- Under the direction of the Clinical Systems Compliance Lead, input into development of a detailed Knowledge Base to assist end users in their use of technology.
- Undertake routine configuration changes to relevant clinical systems including letter template and diary changes.
- Attend and actively contribute to team meetings and service development initiatives.

- Assist end users in their use of relevant technologies, walking through how to complete tasks within the relevant systems, signposting them to training materials as necessary.
- Provide specialist input into record management issues, including undertaking record merges, and liaising with the National Back Office on record management issues as appropriate.
- Investigate errors and system issues methodically, liaising with suppliers as necessary to resolve and ensuring our Knowledge Base is updated with details of the issue and resolution.
- Assist with major incidents, updating end users, and escalating major issues identified to Clinical Systems Leadership, following established procedures.
- Assist with testing new functionality as required, reviewing supplier release notices and summarising changes to the team.
- Assist with configuration for major projects, and audit activities as required and directed by the Clinical Systems Compliance Lead.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
Inspire	Challenge	Accountability
Understand	Improve	Involve
Communicate	Learn	Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including

the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder 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 company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

A good understanding of information governance and record keeping principles, relating to health and special category data.

Customer Service/Facing experience, such as Service Desk Operative

Experience working with SystemOne in either a testing or configuration role

Analytical, methodical approach to problem solving

Evidence of continued professional development

Excellent interpersonal skills

Desirable

ITIL Foundation qualification

Understanding of change management

Other requirements

Comfortable working at pace, in an Agile environment

Solution focused attitude to problem solving

Employee signature

Manager signature
