

Job Title:	IT Service Desk Engineer
Reports to (job title):	Service Desk and EUC Manager
Line Manager to:	N/A

Job purpose

This role will provide IT Service Desk support to the whole organisation, focussing on achieving high numbers of remote support fixes. The role will report to the Service Desk Manager within the wider EUC Team which is a component of part of the IT Operations team. The role is a hybrid role, primarily working from home you will be required to attend the Head Office in Runcorn for one to two days a week however additional time may be required depending on training, projects, and company requirements so a flexible approach is required. The role will involve both technical and application support via telephone, email, and remotely using in house remote software. Previous experience within a Service Desk position is advantageous but not necessary as full training will be provided.

The role will primarily involve day to day remote support of the IT systems and applications to support the wider business providing both BAU, project and mobilisation support as and when requested also acting as an escalation point. Utilising the company CRM solution, you will be required to update and resolve tickets within a timely manner in line with agreed company SLA's developing and updating the knowledge base. You will be working closely within the HCRG Care Group IMT teams and regional support teams which are nationwide. As a first line Service Desk Engineer you will be representing the whole IM&T department as the first point of contact for IT, therefore excellent customer service and communication skills are paramount.

The candidate needs to be a motivated enthusiastic individual who can work well within a team, receiving and providing support as necessary to their colleagues. Delivering the organisations IT support requirements. Your communication skills are key to enable you to provide clear and direct response to customer support requests. Any experience or understanding of working in clinical environments would be desirable. A keen interest in technology and possessing good logical problem-solving skills would be advantageous.

This post is responsible for

- To provide operational break fix support of Endpoint devices, hardware, software, application support and peripherals, (BAU and project) related work including facilitation of user training and guidance within the IT Service Desk
- Operate within Tier 1 and Tier 2 support functions as directed by their line manager.
- Act as an escalation point for all Tier 1 incidents and provide documentation and training to Tier 1 team members.
- Maintain and own issues to resolution, providing support to colleagues to ensure SLAs are achieved with a high level of customer satisfaction, escalating where required within a timely manner.
- Provide direct, dedicated, and visible endpoint device services, software and application support enabling existing technologies and integration with Microsoft technologies to support our colleagues nationwide, enabling clinical and care services to work efficiently and effectively.
- Any other IMT support work as directed by their line manager.
- Working with IMT teams across the business to support HCRG Care Group IT products to our colleagues.
- Work within a team environment and able to work independently and with initiative as well as the ability to manage own workload effectively
- Promote good IT security practices and assist service users using best practice methodology
- Communicate effectively with colleagues and users at all levels to ensure that maximum benefit is obtained from computer systems and that confidence is developed in new and existing systems
- Respond to service desk incidents in a timely manner and provide regular updates using our incident management system
- To gain knowledge in the effective support of any existing and new clinical systems.
- To support and update documentation and processes provided by the Service desk ensuring the knowledgebase is updated and maintained where necessary.
- Cross train colleagues and share knowledge so that all engineers within IT Service Desk are multi skilled and can work and resolve problems on all systems and applications
- To liaise with all IMT teams, third party suppliers and maintenance contractors to ensure faults are rectified or escalated in a timely manner

Key responsibilities

- To provide Tier 1 and Tier 2 IT support across the HCRG Care Group to both head office and services within other HCRG Care Group sites

- Provide remote support via telephone and email covering desktops, laptops, printers, mobile phones, and other peripherals.
- Providing high levels of IT support across the business on Windows and Mac including hardware, software, network troubleshooting and diagnosis. Supporting end users operating from a wide variety of locations with a professional approach and a high level of customer service.
- Supporting varied environments, each business unit requires knowledge in various fields so the ability to adapt and learn on the go are key as you will be supporting new and legacy technologies.
- Accurately updating tickets and maintaining SLAs to provide the best customer service achievable to our colleagues.
- Good understanding of compliance to meet standards set by NHS Digital in providing end point device services with a willingness to seek out further education to maintain standards.
- The ideal candidate will have experience supporting Windows and mobile devices preferably IOS. Windows 10/11 experience is desirable.
- Familiarity with Microsoft products such as Active Directory, Azure, Windows operating system, and Office 365 is advantageous but not essential as full training will be provided.
- Providing peripheral support such as network printers, label printers, scanning and removable storage.
- Capability to work from home and when required commute to our head office in Runcorn.
- Accountable to perform duties of the role on an "as needed" basis to ensure SLA's and customer expectations are met.
- Develop documentation and maintain knowledgebase.
- Establishing and maintaining productive working relationships with the within the wider IT team.
- Proactively working as a member of the IT team and ensuring deadlines are met.
- A flexible approach is necessary as you will be required to work within both support tiers as directed by your line manager

Proposed Job Plan

- Operate within the IT Service Desk team delivering IT support for a wide range of technical issues and updating incidents with a keen eye for detail.
- Ensuring the IT Service Management system is used and updated appropriately.
- Maintain and communicate, escalate, or transfer issues to other teams as appropriate, to facilitate resolution.
- Delivering high levels of support and customer satisfaction ensuring SLAs are met.
- Working hours are between 8am and 6pm on a rota basis covering 37.5hrs a week.

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
<ul style="list-style-type: none">• Inspire• Understand• Communicate	<ul style="list-style-type: none">• Challenge• Improve• Learn	<ul style="list-style-type: none">• Accountability• Involve• 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

Essential

- Possess an awareness and understanding of IT Operational Delivery of End point services.
- Experience of supporting endpoint devices, remotely, over the phone, via IM and where appropriate travel to provide desk-side support
- Experience supporting a wide user base operating Windows 10, peripherals, hardware, software, printers and other peripherals
- Well organised, resourceful and a proficient problem solver comfortable working under pressure with a logical mindset
- Experience supporting Microsoft OS and third-party applications.
- Imaging endpoint systems with company provided solution and liaising with third-party suppliers for new hardware requests
- Experience of clinical governance
- Excellent team and interpersonal skills
- Understanding of the need for and application of Information Governance controls
- Understanding of requirement for Information and Cyber Security tools and their common use on Endpoint devices
- Familiar with comms room network hardware and cable patching.
- Experience of equipment and software rollout projects and techniques
- Strong Customer Service capability, values and focus on providing a good service to our customers

Desirable

- Previous experience working within the NHS or other healthcare provider
- Experience working within a clinical or healthcare environment.
- Experience with Office 365 products
- Experience with Active Directory, Azure, Exchange
- Experience in a call center/contact center environment
- Previous customer service focused roles.
- Full UK driving licence and access to a car.

Employee signature

Manager signature
