

Job Title:	National IT Endpoint Engineer
Reports to (job title):	EUC & Endpoint Manager
Line Manager to:	N/A

## Job purpose

This role will be part of a new National IT Endpoint Engineering team, providing support to the whole organisation, focused on achieving high numbers of remote support fixes. The role will report to the Endpoint Manager, part of the IT Operations team. The National IT Endpoint engineers will be part of the team that maintains the lifecycle of our devices and create and maintain all Endpoint Imaging, Operating System and application patching, device security and configurations, managing software deployments and meeting end user requirements. The role will involve working closely with the Information Security team to address and security needs or requirements on endpoint devices.

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.

The role is based nationally providing remote endpoint support to any part of the organisation and some desktide support within your region (North, Southeast or Southwest). The role could provide opportunity for travel nationally to support mobilisations/exits or projects, however where possible these would be managed within regions to limit travel requirements.

The candidate needs to be motivated and enthusiastic individual who can work well within a team, providing and receiving support as necessary to their colleagues, to deliver the organisation's Endpoint support requirements. Your communication skills should allow you to manage customer requirements and be capable of understanding needs and explaining to our customers how we will deliver their requirements. An understanding of working in clinical environments would be desirable as well as having a keen interest in technology and a logical thinker who has excellent problem-solving skills.

## This post is responsible for

- Provide operational break fix support of Endpoint devices, hardware, software, application support and peripherals, (BAU and project) related work including facilitation of user training.
- Provide support to endpoint manager to deliver projects within agreed timescales
- Manage and own issues to resolution, providing support to colleagues to ensure SLA's are achieved with a high level of customer satisfaction.

- Any other IMT support work as directed by their line manager
- Act as an escalation point for the business units across the company
- Be an active member of the team to ensure major software, OS patches or configuration changes are rolled out efficiently to all endpoints when required.
- Mobilisations - this role may require travel to services UK wide to provide onsite desk-side support and associated activities for specific project and/or mobilisation/exit activity
- 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.
- Work within a team environment and able to work independently and with initiative as well as the ability to manage own workload effectively

## Key responsibilities

- To provide IT support across the HCRG Care Group to both head office and services within other HCRG Care Group sites
- Provide support desk-side, remote, telephone and on-site covering desktops, laptops, printers, mobile phones, and other peripherals
- Provide a high level of IT support across the business on Windows and Mac including hardware, software, network troubleshooting and diagnosis. Supporting end users on site, off site, homeworking and mobile, with a professional approach and a high level of customer service.
- Support 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 technologies and legacy
- Accurately updating tickets and maintaining SLA's to provide the best customer service achievable to our end user-clients
- 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 devices and be familiar with configuration and management tools. Windows 10 experience is essential
- An awareness of device security and applications to secure devices from cyber threats. The role will involve working alongside the internal IS department.
- Experience supporting Office 365 administration and endpoint-user level
- Have an awareness of endpoint imaging concepts and able to deploy pre-made images and comfortable with BIOS configurations and firmware.
- Experience with OS and application patch management is desirable.
- Providing peripheral support such as network printers, label printers, scanning and removable storage.

- Awareness of MDM technologies to remotely support, administer and update endpoint devices.
- Proactive monitoring of all endpoint devices across the business from purchase to disposal including device lifecycle management and to ensure device security.
- Requirement for supporting services out-of-hours support.
- Ability to work from home and travel to Services Nationally is essential.
- 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
- Asset tracking and management utilising in house company provided tools and procedures.
- Establishing and maintaining productive working relationships with the wider IT team community.
- Proactively working as a member of a team.
- It is expected that you will be flexible and able to work as part of a team with the ability to hit deadlines

## Proposed job plan

- Within the team act as an escalation point nationwide for all IM&T issues, responsible for assisting Business Partners, Field technicians and Service desk. Providing a high level of support and knowledge on a wide range of issues covering all services nationwide.
- Ensuring the IT Service Management system is updated appropriately.
- Manage and communicate, escalate, or transfer issues to other teams as appropriate, to facilitate resolution.
- Delivering high levels of support and customer satisfaction to ensure SLA's are met and achieved to a high standard using the company CRM tool.
- Always ensure a high level of professionalism and particularly when on site within a clinical environment.

## 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

- Inspire
- Understand
- Communicate

## Think

- Challenge
- Improve
- Learn

## Do

- 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.
- Experience working within a clinical or healthcare environment.
- 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

- Working experience of 2nd Line desktop support and some server/networking knowledge.
- Experience in Office 365, VMware VDI, Sophos, Absolute, Service Now, Remote access solutions, OneDrive, WDS, AD, GPO, WDS, MS Teams
- Understanding of basic network protocols DHCP, DNS, TCP/IP.
- Experience with OS and software rollouts, patching and monitoring.
- PowerShell and other scripting proficiencies
- Experience working in a clinical or healthcare environment.
- Office 365 administration experience.
- Possess a good understanding of the MS teams platform and supporting tools.

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- Experience using and supporting VOIP telephony and softphone at endpoint level.
- Active Directory and role based and delegated permissions including knowledge of NTFS file structures.
- PowerShell and other scripting proficiencies
- Experience with OS and application patching.
- Knowledge of NHS clinical applications and systems
- Service mobilisations and exits
- Involvement in transformation projects using technology
- Willingness to travel

**Employee signature**

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**Manager signature**

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