

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>SENIOR SYSTEMS ADMINISTRATION ANALYST</b>
<b>BAND:</b>	<b>5</b>
<b>DEPARTMENT:</b>	<b>SYSTEMS</b>
<b>DIRECTORATE:</b>	<b>DIGITAL</b>
<b>REPORTING TO:</b>	<b>SENIOR SYSTEMS ADMINISTRATION SPECIALIST</b>
<b>ACCOUNTABLE TO:</b>	<b>ASSOCIATE DIRECTOR – DIGITAL OPERATIONS</b>

### JOB SUMMARY

The Senior Systems Administration Analyst is a key role within the systems team. The role is responsible for assisting in the management and delivery of operational services to the Trust, ensuring the system administration function is delivered in accordance with Service Level Agreements whilst maintaining high levels of system availability and customer satisfaction.

The role utilises technical expertise to provide first and second line support for clinical systems, ensuring that requests from users for assistance are handled promptly and effectively and in accordance with Service Level Agreements (SLA's).

Duties include:

- Responsible for managing and resolving assigned incidents and requests to meet SLAs
- Ensure all requests, incidents, updates and resolutions are recorded on the Digital call logging system in a timely manner and assigned to the correct team.
- To provide support for Trust clinical systems and other record systems including local and national systems, ensuring that such systems are configured correctly
- Escalate any recurring problems which users are experiencing, so that a more comprehensive and effective solution can be applied
- Ensure that clinical systems associated documentation is maintained and updated
- Offer proactive support and advise to staff, highlighting any modifications or improvements that would be of benefit
- Maintain the credibility of database and system profiles for systems supported by the Systems Team.
- To support good data quality in the Trust's clinical systems. To identify and communicate data quality issues in the trust's clinical systems to end users and service managers and where appropriate action these issues.
- To liaise with Service Managers, Clinicians and Support staff to ensure the accurate configuration and use of the Trust's clinical systems.
- Adhere to Trust Information Security Policies at all times, in particular ensuring that there are no breaches of confidentiality as a result of your actions.
- Carry out basic system configuration duties, set up new users, create/maintain clinics, delete documents etc

the role is responsible for resolving challenging and complex queries that have been raised through the Digital Servicedesk Portal including:

- Change Management
- Problem management

- Incident management

**KEY RESPONSIBILITIES/ACCOUNTABILITIES**

- Provide support within the Systems team to deliver and improve services
- Contribute to and promote an environment of pro-active support and remote management, actively reducing Incidents and problems
- Propose Changes to processes in collaboration with other IT specialists to jointly support the business, delivery and development of services
- Manage a constant stream of conflicting priorities utilising exceptional organisation or communication skills, ensuring that complex technical information can be explained in non-technical / business terms.
- Take ownership of escalated incidents and problems, handling until an acceptable resolution is achieved and escalating when necessary
- Responsible for planning and organising straight forward tasks that may require some adjustment to support the management of continual service improvement
- Act as an ambassador for the systems team, ensuring the positive development of the service brand, championing the Trust's values
- Ensure that service delivery standards are achieved
- Work collaboratively and assist the Systems team, Operational leads, and other colleagues to ensure service delivery
- Organise and co-ordinate small meetings with service users if necessary to ensure the issue or configuration requirements are fully understood
- Responsible for assisting in technical/transformation projects where necessary e.g. testing for clinical system upgrades, service transformation reconfigurations etc
- Be able to manage information that is complex, sensitive and confidential.

**MAIN DUTIES AND RESPONSIBILITIES**

Human Resources	<ul style="list-style-type: none"> <li>• Assist new staff during induction programme</li> <li>• Work with colleagues to ensure a supportive environment</li> <li>• Flexibility in working patterns at short or with no notice period due to illness or emergency leave</li> </ul>
Performance and Quality	<p><b>Service Delivery and Improvement</b></p> <ul style="list-style-type: none"> <li>• Assist in the efficient organisation of the systems team within department, making best use of capacity to deliver activity within the terms of the Service Level Agreements (SLAs) and with cost effective utilisation of resources</li> <li>• Monitor outstanding incidents and service requests against Service Level Agreements (SLAs), prioritising workload effectively</li> <li>• Assist in ensuring that the Trusts clinical systems are running</li> </ul>



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	<p>correctly. If errors or performance issues are identified ensure that this is escalated to the appropriate team. .</p> <ul style="list-style-type: none"> <li>Propose changes or service levels which impact beyond own area of work in line with pre-defined targets and Key Performance Indicators (KPIs).</li> <li>Produce reports for senior management and review a range of complex technical problems, developing appropriate solutions.</li> <li>Work with the programme teams to ensure new services are provisioned in line with project tolerances &amp; successfully transitioned into support</li> <li>Liaise with departmental managers, clinical and non clinical staff across the Trust to ensure to that standard change requirements have been accurately defined</li> <li>Supporting the development or management of the Trusts clinical systems</li> <li>Propose changes to and implement new procedures when introduced.</li> <li>Responsible for testing clinical systems to support upgrades or new functionality</li> </ul> <p><b>Risk Management and Governance</b></p> <ul style="list-style-type: none"> <li>Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively completed</li> <li>Liaise with external companies providing 3rd party support.</li> </ul> <p><b>Corporate</b></p> <ul style="list-style-type: none"> <li>Support a culture within the systems team that ensures that a technical and operational employees comply with Trust policies and guidelines</li> <li>Support the Senior Systems Manager and other team leads in the delivery of the governance plan for the department</li> <li>Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place</li> <li>Work collaboratively with colleagues to ensure that all risks are identified and included as appropriate on the organisational risk register and are progressed appropriately to reduce the risk profile</li> <li>Work collaboratively with colleagues to address complaints and incidents appropriately, learning from such events to ensure that learning is achieved across the department</li> </ul>
<p>Financial and Physical Resources</p>	<ul style="list-style-type: none"> <li>Ensure the department meets the required performance standards</li> <li>Share and communicate performance indicators and level of performance throughout the department, taking action where required to address variance from the standard/milestone</li> <li>Provides training in own area as required</li> <li>Responsible for the safe use of equipment associated with the</li> </ul>

	systems team across the Trust
Personal Skills and Qualities	<ul style="list-style-type: none"> <li>Analyse complex data/information, problem solve and make judgements/draw conclusions</li> <li>Work independently, using own initiative and as part of a team</li> <li>Communicate complex and sensitive information and use persuasion, influencing and negotiation to achieve positive outcome</li> <li>Embrace and drive change</li> <li>Organise and prioritise own workload and adjust plans as required both in the short and long term</li> <li>Work flexibly to meet the demands of the role</li> <li></li> </ul>

**JOB DESCRIPTION AGREEMENT**

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

**Statement on Employment Policies**

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

<b>Health and Safety</b>	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
<b>Equal Opportunities</b>	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
<b>Dealing With Harassment/ Bullying In The Workplace</b>	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or</p>



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	<p>intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
<b>No Smoking</b>	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
<b>Alcohol</b>	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
<b>Confidentiality</b>	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&amp;T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
<b>General Data Protection Regulation (GDPR)</b>	<p>To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People &amp; Culture Department.</p>
<b>Safeguarding</b>	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
<b>Service User and Carer Involvement</b>	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
<b>Personal Development</b>	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
<b>Quality Improvement</b>	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
<b>Professional Standards</b>	To maintain standards as set by professional regulatory bodies as appropriate.
<b>Conflict of Interests</b>	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
<b>Risk Management</b>	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to

	standards set out in the Risk Management Strategy.
<b>Personal and Professional Development/Investors in People</b>	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
<b>Infection Control</b>	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>

### PERSON SPECIFICATION

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ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
<b>Education/ Qualification/ Training</b>	<ul style="list-style-type: none"> <li>Relevant Digital Degree or equivalent knowledge and relevant experience in specialty</li> <li>Recognised qualifications associated to the role</li> </ul>	E	S/I
		D	S/I
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of supporting organisation clinical systems and system implementation within a clinical environment</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Able to perform routine tasks without the need for instruction and able to undertake more complex tasks once given detailed instruction.</li> <li>Able to document own work processes</li> </ul>	E	S/I



	<p>and more routine procedures</p> <ul style="list-style-type: none"> <li>• Experience of working with a range of staffing groups including clinicians, nursing and managers.</li> <li>• Ability to prioritise workload</li> <li>• Experience of working within an NHS Digital Department environment.</li> <li>• Experience of systems administration and supporting a suite of systems within the Trust, including: - <ul style="list-style-type: none"> <li>• RiO</li> <li>• EMIS</li> <li>• SystemOne</li> <li>• JAC</li> </ul> </li> <li>• Experience using a clinical system such as RiO, EMIS, SystemOne, JAC</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Knowledge of working in a Digital Support environment.</li> <li>• Basic knowledge of SQL</li> <li>• Risk management and governance</li> <li>• Advanced Keyboard Skills</li> <li>• Understanding of Information Governance, Digital Security and confidentiality</li> <li>• High level of interpersonal skills, including active listening and understanding.</li> <li>• Communication skills</li> <li>• Good working knowledge of MS Office products</li> <li>• Knowledge &amp; Experience working in an ITIL environment</li> <li>• Knowledge &amp; Experience working in a PRINCE 2 environment</li> <li>• Fundamental knowledge of computer systems design, applications development and systems administration</li> <li>•</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>
<b>Personal</b>	<ul style="list-style-type: none"> <li>• Good analytical and problem solving skills – ability to analyse complex data/information and make judgements/draw conclusions</li> <li>• Ability to work independently, using own initiative and as part of a team</li> <li>• Strong communication skills both written and verbal – able to communicate</li> </ul>	<p>E</p> <p>E</p> <p>E</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p>

	<p>complex and sensitive information and use persuasion, influencing and negotiation</p> <ul style="list-style-type: none"> <li>• Ability to embrace and drive change</li> <li>• Ability to organise and prioritise own workload and that of others and adjust plans as required both in the short and long term</li> <li>• Able to work flexibly to meet the demands of the role</li> </ul>	<p>E E E</p>	<p>S/I S/I S/I</p>
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