JOB DESCRIPTION

NHS East London NHS Foundation Trust

JOB TITLE:	SYSTEMS ADMINISTRATION SPECIALIST
BAND:	6
DEPARTMENT:	SYSTEMS
DIRECTORATE:	DIGITAL
REPORTING TO:	SENIOR SYSTEMS ADMINISTRATION SPECIALIST
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – DIGITAL OPERATIONS

JOB SUMMARY

The System Administration Specialist is a key member of the Systems team. The post will be responsible for the configuration and maintenance of the Trusts clinical and non clinical systems, ensuring continuity of service and resolution of ongoing operational issues.

The post is a specialist technical role, and acts as a point of escalation for the Systems Team or the wider Digital Department. The System Administration Specialist is responsible for ensuring incidents and service requests are managed effectively and in accordance with Service Level Agreements (SLA's).

The post is a subject matter expert for clinical and non-clinical applications, minimising the service impact of any issues, changes or problems associated with the Trusts systems suite. The role incorporates customer care, vendor or relationship management, operations and communications co-ordination.

The post holder will work closely with the Senior Systems Administration Specialist and project teams, ensuring system upgrades or new application implementations are planned or executed safely and effectively. This involves working as part of a team or on an individual basis with application vendors, internal or external stakeholders and other technical experts, ensuring assigned project tasks are completed within project tolerances.

The post holder will also be responsible for advising clinical services on complex configuration changes then working with the systems team in making the complex configuration changesin the clinical system

KEY RESPONSIBILITIES

- Maintain specific, in depth knowledge of the systems supported by the applications team
- Maintain a comprehensive knowledge of current working practices within the Trust
- Utilise expert knowledge to resolve a range of varied, complex technical issues and explain complex situations in simple terms to staff at all levels

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- Working with the senior members of the Systems team ensure that system upgrades or new applications are tested, planned and documented before implementation
- Develop Standard Operating Procedures (SOP's) for routine activities, ensuring all systems administrators adopt standard working practices, and provide procedures for the technical teams to enable them to undertake repeatable, low risk operational tasks
- Establish procedures for the routine support or maintenance of systems, ensuring health and performance is monitored or maintained to an optimal level
- Work with the Senior Systems Administration Specialist to review the quality of systems support and focus on continual service improvement
- Liaise with customers to establish and document their system requirements
- Make complex configuration changes to clinical systems.
- Follow IT change control procedures and maintain/create configuration reference documentation.
- Liaise with vendors to ensure system issues are resolved in agreed timescales
- Liaise with ELFT services and external parties such as the NHS Digital National Back Office and system vendors to ensure good data quality is maintained on local systems and on the national spine.

MAIN DUTIES AND RESPONSIBILITIES	
Management/ Leadership	- Work alongside the Senior Systems Administration Specialist to schedule resources within the team in order to meet the operational or project priorities - Work as a technical expert within the systems team, encouraging knowledge sharing across that team - Lead tasks and activities which may require adjustments to priorities to satisfy business needs - Delegates work to some team members
Human Resources	- Assist with the recruitment of the systems team staff - Training and mentoring within the team - Support new team members during the induction process
Performance and Quality	**Service Delivery and Improvement** - Ensure the efficient organisation of system administration services 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 staff and non-pay resources - Deal with a range of varied and complex calls. Able to translate and explain complex situations in simple terms to all levels of staff. - Escalate to Line Manager any service impacting or critical issues, give clear updates of progress to resolution for staff at all levels - Log faults with 3rd party vendors as required, ensuring that sufficient technical information is provided for each call logged - Ensure regular communication is maintained with external vendors and technical staff, ensuring complex issues are

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resolved

- Utilise expert technical knowledge to manage and resolve issues or developments associated with the Trusts application suite
- Supporting all Trust Sites to resolve system issues across multiple platforms
- Diagnoses of technical issues using knowledge and assimilated knowledge from a variety of other sources including third party support organisations, resulting in the swiftest resolutions to issues or problems and the most beneficial deployment of technologies
- Liaise with external companies providing 3rd party support
- Present and demonstrate the applications you are responsible for, communicate a range of complex business processes supported by those systems to large user groups and senior managers
- Seek the opinions of other NHS organisations where standards, policies and procedures are unclear nationally
- Utilising your expert knowledge, meet with various stakeholders and users to troubleshoot or resolve matters that may arise regarding complex technical issues or problems
- Responsible for analysing complex service issues, both in the applications you are maintaining and with other applications or interfaces between applications
- Maintain up-to-date knowledge with regards to Data Protection, Patient Confidentiality, Information Sharing Protocols and relevant Trust policies relating to these
- Develop and maintain professional relationships with disciplines in and outside of the Trust
- Responsible for the successful implementation into live environments of new developments as part of project or service objectives
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively completed
- Responsible for the successful implementation of policy changes, changes in legislation & new reporting processes within the applications you are maintaining
- Make complex configuration changes to clinical systems to improve the system experience for customers
- Liaise with customers to establish and document their requirements to ensure changes in order for the system to meet the customers current needs

Risk Management and Governance

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	- Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place - 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 - Work collaboratively with colleagues to address complaints and incidents appropriately – lead the learning from such events to ensure that learning is achieved across the department - Follow IT change control procedures and maintain/create configuration reference documentation to ensure any changes are properly approved and understood - Work with services and third parties to ensure good data quality in clinical systems **Corporate** - Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests - Work with colleagues to facilitate corporate and divisional performance through realistic, cross referenced and measurable objectives - Put the interests of the Trust before any interest to a specific area of responsibility, and to participate fully in the department's collective decision-making as a team member rather than as a functional or professional advocate
Financial and Physical Resources	- Takes responsibility for the expensive digital equipment or software installations and their maintenance. - Ensures physical resources are maintained appropriately. - Takes responsibility for the security of resources held by the role - Ensures the role owner and team utilises resources in line with the instructions of the resource - Promotes the best use and care of resources throughout the Trust - Works with Senior Systems Administration Specialist to understand team finances
Personal Skills and Qualities	- Personal presence and positive representative for the trust/department. - Ability to give clear, effective and customer sensitive advice. - Ability to communicate complex technical issues to non-IT staff. - Enthusiasm for working collaboratively with business owners and other technical experts.

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	• A willingness to maintain and acquire new skills in the area of systems administration
	• Ability to develop effective working relationships with peers and stakeholders across the organisation

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:-

Health and Safety	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.
Equal Opportunities	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. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	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. 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 intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	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.'

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Alcohol	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.
Confidentiality	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&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
General Data Protection Regulation (GDPR)	To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. 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 & Culture Department.
Safeguarding	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.
Service User and Carer Involvement	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.
Personal Development	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.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	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.
Risk Management	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.
Personal and Professional Development/Investors in People	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.
Infection Control	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

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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.

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.

PERSON SPECIFICATION

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ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – DIGITAL OPERATIONS

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	• Relevant Digital Degree or equivalent knowledge and relevant experience in specialty	E	S/I
	• Recognised qualifications associated to the role	D	S/I
Experience	• Experience of working and liaising with Third Party Suppliers.	E	S/I
	• Experience of working in a large organisation with a wide range of staffing levels	E	S/I
	• Strong experience of diagnostic and fault resolution across a clinical and non-clinical systems	E	S/I
	• Experience of system configuration maintenance	E	S/I
	• Strong experience in influencing the application of Digital to working practices.	E	S/I
	• Experience of working with a range of staffing groups including clinicians, nursing and managers.	E	S/I

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	• Experience of process mapping and re-design	E E	S/I
	• Develop/design policies, protocols and able to analyse, interpret complex data and report in a variety of different styles.		S/I
	• Experience of supporting clinical applications within the Trust, such as, RIO, EMIS, SystmOne, JAC	E	S/I
	• Knowledge & Experience working in an PRINCE 2 environment		
		D	S/I
Knowledge and Skills	• Experience of supporting clinical applications within a health and social care setting, such as, RiO, EMIS, SystmOne, JAC	E	S/I
	• Understanding of Information Governance, Digital Security and confidentiality	E	S/I
	• High level of interpersonal skills, including active listening and understanding.	E	S/I
	• Excellent communication and presentation skills.	E	S/I
	• Influencing, motivation and negotiation skills	E	S/I
	• Ability to work across organisational and professional boundaries	E	S/I
	• Ability to prioritise and plan use of resources	E	S/I
	• Understanding of the Strategic aims and priorities of the Trust.	E	S/I
	• Understanding the benefits of Information Technology to Trust staff.	E	S/I
	• Knowledge of the Digital strategy	E	S/I
	• Working knowledge of MS Office products.	E	S/I
	• Knowledge of the National Digital Strategy.	E	S/I
	• Knowledge of Patient Pathways within the Trust	DD	S/I

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	• Knowledge & Experience working in and PRINCE 2 environment		S/I
Personal	• Good analytical and problem solving skills – ability to analyse complex data/information and make judgements/draw conclusions	E	S/I
	• Ability to work independently, using own initiative and as part of a team	E	S/I
	• Strong communication skills both written and verbal – able to communicate complex and sensitive information and use persuasion, influencing and negotiation	E	S/I
	• Ability to embrace and drive change	E	S/I
	• Ability to organise and prioritise own workload and that of others and adjust plans as required both in the short and long term	E	S/I
	• Able to work flexibly to meet the demands of the role	E	S/I

S: Shortlisting   I: Interview   T: Test

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