

**JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>SENIOR SYSTEMS ADMINISTRATION SPECIALIST - RiO</b>
<b>BAND:</b>	<b>7</b>
<b>DEPARTMENT:</b>	<b>SYSTEMS &amp; DEVELOPMENT</b>
<b>DIRECTORATE:</b>	<b>DIGITAL</b>
<b>REPORTING TO:</b>	<b>SENIOR SYSTEMS MANAGER/</b>
<b>ACCOUNTABLE TO:</b>	<b>ASSOCIATE DIRECTOR – DIGITAL OPERATIONS</b>

**JOB SUMMARY**

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

The post is a lead technical role in a team of specialist application staff, and acts as a point of escalation for the Systems Team or the wider Digital Department. The Senior 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 Manager and is also responsible for working closely with the 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 leading on developing the specification for complex configuration changes to clinical systems.

They will also work with suppliers, 3<sup>rd</sup> party vendors and trust teams to support the new modules and functionality and integration with other systems.

The post holder will take a lead role on testing, documenting and reporting issues to the supplier.

The post holder will be required to deputise for the Senior Systems Manager as required.

The post holder will manage the RiO Development Team and the Clinical Systems Helpdesk Team.

**KEY RESPONSIBILITIES**



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- Maintain specific, in depth knowledge of the systems supported by the systems 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
- 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 Manager 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. The post holder will also be responsible for leading on developing the specification for 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.
- They will also work with suppliers, 3<sup>rd</sup> party vendors and trust teams to support the new modules and functionality and integration with other systems.
- The post holder will take a lead role in clinical system upgrades including being the lead on testing, documenting and reporting issues to the supplier.
- The post holder will supervise and advise the more junior team members.
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**MAIN DUTIES AND RESPONSIBILITIES**

Management/ Leadership	<ul style="list-style-type: none"> <li>• Work alongside the Senior Systems Manager to schedule resources within the team in order to meet the operational or project priorities</li> <li>• Work as a technical expert within the Systems team, encouraging knowledge sharing across that team</li> <li>• Lead tasks and activities which may require adjustments to priorities to satisfy business needs</li> <li>• Provide visible operational leadership and promote continual improvement in quality, performance and delivery of Trust objectives</li> <li>• Lead, mentor and motivate staff within Systems team to deliver and improve services</li> <li>• The post holder will line manage staff within the relevant Clinical Systems Team, and deputise for the Senior Systems Manager as required.</li> <li>• Maintain a working knowledge of systems in use within the Trust, provide guidance to other technical staff as required and lead in the resolution of complex issues or solutions design</li> <li>• Develop the business and planning processes throughout the department to deliver services to required standards and within</li> </ul>
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	<p>the available resource base</p> <ul style="list-style-type: none"> <li>• Responsible for managing aspects of service delivery within the Systems team to agreed quality standards and within the resource or income base available.</li> <li>• Develop processes in collaboration with the Senior Systems Manager to jointly manage the business, delivery and development of services</li> <li>• Lead on the development, implementation, establishment and review of performance management systems within the Systems team, it is critical that this is done collaboratively with other leads within the Digital Department</li> <li>• Responsibility for the team rota and out of hours upgrades where necessary.</li> <li>• Responsible for the development of specialist training materials and documentation for the training of own team members and other members of the Digital Department as appropriate.</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• Work collaboratively with the Senior Systems Manager and the Digital leadership team to ensure effective workforce planning that meets the needs of both current and future service developments.</li> <li>• Assist in the recruitment &amp; selection of new Systems Team staff</li> <li>• Develop &amp; coach less experienced members of the team when required</li> <li>• Provide support for the induction of new starters to the team</li> <li>• Lead, manage and motivate staff within Systems Team to deliver and improve services</li> <li>• Deputise for the Senior Systems Manager as required</li> </ul>
Performance and Quality	<p><b>Service Delivery and Improvement</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Deal with a range of varied and complex calls. Able to translate and explain complex situations in simple terms to all levels of staff.</li> <li>• Escalate to Line Manager any service impacting or critical issues, give clear updates of progress to resolution for staff at all levels</li> <li>• Log faults with 3rd party vendors as required, ensuring that sufficient technical information is provided for each call logged</li> <li>• Ensure regular communication is maintained with external vendors and technical staff, ensuring complex issues are resolved</li> </ul>

	<ul style="list-style-type: none"> <li>• Utilise expert technical knowledge to manage and resolve issues or developments associated with the Trusts application suite</li> <li>• Supporting all Trust Sites to resolve system issues across multiple platforms</li> <li>• 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</li> <li>• Liaise with external companies providing 3rd party support</li> <li>• 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</li> <li>• Seek the opinions of other NHS organisations where standards, policies and procedures are unclear nationally</li> <li>• Utilising your expert knowledge, meet with various stakeholders and users to troubleshoot or resolve matters that may arise regarding complex technical issues or problems</li> <li>• Responsible for analysing complex service issues, both in the applications you are maintaining and with other applications or interfaces between applications</li> <li>• Maintain up-to-date knowledge with regards to Data Protection, Patient Confidentiality, Information Sharing Protocols and relevant Trust policies relating to these</li> <li>• Develop and maintain professional relationships with disciplines in and outside of the Trust</li> <li>• Responsible for the successful implementation into live environments of new developments as part of project or service objectives</li> <li>• Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively completed</li> <li>• Responsible for the successful implementation of policy changes, changes in legislation &amp; new reporting processes within the applications you are maintaining</li> <li>• Deputise for the Senior Systems Manager as required</li> <li>• Make complex configuration changes to clinical systems to improve the system experience for customers</li> <li>• Liaise with customers to establish and document their requirements to ensure changes in order the system meets the customers current needs</li> <li>•</li> </ul>
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	<p><b>Risk Management and Governance</b></p> <ul style="list-style-type: none"> <li>• Support a culture within the team that ensures that all 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 – lead the learning from such events to ensure that learning is achieved across the department</li> <li>• Follow IT change control procedures and maintain/create configuration reference documentation to ensure any changes are properly approved and understood</li> <li>• Work with services and third parties to ensure good data quality in clinical systems</li> <li>•</li> </ul> <p><b>Corporate</b></p> <ul style="list-style-type: none"> <li>• With other leaders across the Trust, provide public interest entrepreneurial leadership of the trust, within a framework of prudent and effective controls which enable risk to be assessed and managed</li> <li>• Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests</li> <li>• Work with colleagues to facilitate corporate and divisional performance through realistic, cross referenced and measurable objectives</li> <li>• 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</li> <li>• Hold a 'corporate' leadership role for delivery of cross cutting agendas that defines ways of working between directorates and shapes individual and joint roles across the organization</li> <li>• Work in partnership with colleagues across the Trust to drive the achievement of the Trust's corporate goals and business plan, including the achievement of all the relevant performance standards incorporating quality, safety, contractual, financial and people</li> <li>• Act as an ambassador for the Trust, ensuring the positive development of the Trust brand, championing the Trust's</li> </ul>
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Financial and Physical Resources	<ul style="list-style-type: none"> <li>• Takes responsibility for the expensive digital equipment or software installations and their maintenance.</li> <li>• Ensures physical resources are maintained appropriately.</li> <li>• Takes responsibility for the security of resources held by the role</li> <li>• Ensures the role owner and team utilises resources in line with the instructions of the resource</li> <li>• Promotes the best use and care of resources throughout the Trust</li> <li>• Works with Senior Systems Manager to understand team finances</li> <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 standards or milestones</li> <li>• Ensure that unplanned variation in service delivery (activity, income, expenditure, capacity, performance) is identified and appropriate, timely action taken</li> <li>• Work collaboratively with the Senior Systems Manager to lead the Systems team in the development of cost improvement plans and their implementation as part of financial recovery processes</li> <li>• Support the development of capital and/or revenue business cases for submission for the relevant Boards.</li> </ul>
Personal Skills and Qualities	<ul style="list-style-type: none"> <li>• Personal presence and positive representative for the trust/department.</li> <li>• Ability to give clear, effective and customer sensitive advice.</li> <li>• Ability to communicate complex technical issues to non-IT staff.</li> <li>• Enthusiasm for working collaboratively with business owners and other technical experts.</li> <li>• A willingness to maintain and acquire new skills in the area of systems administration</li> <li>• Ability to develop effective working relationships with peers and stakeholders across the organisation.</li> <li>• Excellent problem solving skills</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..



<b>Statement on Employment Policies</b>	
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 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> <p>To maintain the confidentiality of all personal data processed by the</p>



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<b>General Data Protection Regulation (GDPR)</b>	<p>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>	<p>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.</p>
<b>Service User and Carer Involvement</b>	<p>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.</p>
<b>Personal Development</b>	<p>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.</p>
<b>Quality Improvement</b>	<p>The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.</p>
<b>Professional Standards</b>	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
<b>Conflict of Interests</b>	<p>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.</p>
<b>Risk Management</b>	<p>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.</p>
<b>Personal and Professional Development/Investors in People</b>	<p>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.</p>
<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**

<b>JOB TITLE:</b>	<b>SENIOR SYSTEMS ADMINISTRATION SPECIALIST</b>
<b>BAND:</b>	<b>7</b>
<b>DEPARTMENT:</b>	<b>SYSTEMS AND DEVELOPMENT</b>
<b>DIRECTORATE:</b>	<b>DIGITAL</b>
<b>REPORTING TO:</b>	<b>SENIOR SYSTEMS MANAGER</b>
<b>ACCOUNTABLE TO:</b>	<b>ASSOCIATE DIRECTOR – DIGITAL OPERATIONS</b>

ATTRIBUTES	/	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
<b>Education/ Qualification/ Training</b>	<ul style="list-style-type: none"> <li>Educated to Degree level or equivalent experience</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>IT Service management qualification or equivalent experience</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Evidence of continued professional development</li> </ul>	D	S/I
	<ul style="list-style-type: none"> <li>Diploma, courses or technical qualification related to role</li> </ul>	D	S/I
	<ul style="list-style-type: none"> <li>Supplier system administration training course</li> </ul>	D	S/I
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working and liaising with Third Party Suppliers.</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Experience of working in a large organisation with a wide range of staffing levels</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Strong experience of diagnostic and fault resolution across a mixed computing environment</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Experience of database maintenance</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Strong experience in influencing the application of Digital to working practices.</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Experience of working with a range of staffing groups including clinicians, nursing and managers.</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Experience of process mapping and re-design</li> </ul>	E	S/I
	<ul style="list-style-type: none"> <li>Develop/design policies, protocols and able to analyse, interpret complex data and report in a variety of different styles.</li> </ul>	D	S/I
	<ul style="list-style-type: none"> <li>Knowledge &amp; Experience working in an PRINCE 2 environment</li> </ul>	D	S/I
	<ul style="list-style-type: none"> <li>Experience of supporting clinical</li> </ul>	D	S/I



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	<ul style="list-style-type: none"> <li>• Strong communication skills both written and verbal – able to communicate complex and sensitive information and use persuasion, influencing and negotiation</li> <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</p> <p>E</p> <p>E</p> <p>E</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>
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S: Shortlisting I: Interview T: Test

