

**JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>SYSTEMS ADMINISTRATION ANALYST</b>
<b>BAND:</b>	<b>4</b>
<b>DEPARTMENT:</b>	<b>SYSTEMS AND DEVELOPMENT</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>

<p><b>JOB SUMMARY</b></p> <p>The Systems Administration Analyst is a key role within the Systems and Development Team.</p> <p>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.</p> <p>The role utilises technical expertise to provide first 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).</p> <p>Duties Include: -</p> <ul style="list-style-type: none"> <li>• Assist the applications team with tasks relating to the configuration and support of the Trusts clinical and other record systems</li> <li>• Assist with the operational maintenance of the Trusts application suite</li> <li>• Monitor clinical systems calls logged on both the Trust and application vendors IT Service Desks, ensuring all calls are followed through to final resolution, taking any necessary actions to facilitate this while continually updating users or the team</li> <li>• Provide professional and prompt assistance to users contacting the Clinical Systems Help Desk, applying customer care ethics at all times</li> <li>• Communicate effectively with and actively assist the technical teams, ensuring that they are fully informed of ongoing issues or problems</li> <li>• Assist with the running of reports on a regular or ad-hoc basis and the distribution to relevant staff throughout the Trust</li> <li>• Provide administrative support to the systems team as required</li> <li>• Highlight any recurring problems which users seem to be experiencing, so that a more comprehensive and effective solutions can be applied</li> <li>• Attend and contribute to the relevant meetings, including project or team meetings</li> <li>• Carry out basic system configuration duties, set up new users, delete documents, carry out data reversals etc</li> <li>• Ensure all requests, incidents, updates and resolutions are recorded on the IT call logging system in a timely manner and assigned to the correct team</li> <li>• To support good data quality in the Trust's clinical systems.</li> </ul> <p>The clinical systems team consist of specialist staff specialising in support, training, maintenance, testing or management of the Trusts clinical systems and associated platforms. This role is responsible for resolving issues and queries that have been raised through the</p>
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clinical systems help desk, this includes: -

- Call management
- Incident Management
- Problem Management

KEY RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Provide support within the Systems &amp; Development team to deliver and improve services</li> <li>• Develop an in-depth knowledge of applications supported by the applications team and any new applications to be introduced</li> <li>• Monitor applications and interfaces supported by the Systems team and take appropriate immediate action when problems arise</li> <li>• Provide professional and prompt assistance to users contacting the Digital Service Desk, applying customer care ethics at all times</li> <li>• Liaise closely with application vendors to encourage good working relations and timely resolution of all outstanding issues</li> <li>• Ensure all Digital Service Desk calls are managed within the Trust contractual agreements with application suppliers and assist in the preparation of SLA documentation</li> <li>• Assist the programme teams to ensure system upgrades or new application deployments are completed in line with project tolerances</li> <li>• To enhance the capability of the Trust to quickly meet system requirements in support of Digital Programme goals</li> <li>• Have the ability to assist in the development, implementation and support of systems using a range of skills from complex problem solving to debugging</li> </ul>

MAIN DUTIES AND RESPONSIBILITIES	
Performance and Quality	<p><b>Service Delivery and Improvement</b></p> <ul style="list-style-type: none"> <li>• Develop an in-depth working knowledge of the Digital Service Desk application ensuring all application calls from users are logged and updated promptly and accurately</li> <li>• Develop an in-depth working knowledge of 3rd Party Suppliers Digital Service Desks to ensure that all relevant calls are logged and updated promptly and accurately, adhering to guidelines set out</li> <li>• Log and investigate calls received by the Digital Service Desk. Resolve where possible, escalating more complicated issues to another member of the internal or external support teams. Where necessary have the issues quality assured by other members of the Trust</li> <li>• Constantly monitor all calls logged on both the Trust and Supplier Digital Service Desks, ensuring all calls are followed through to final resolution, taking any necessary actions to facilitate this and continually update users of progress made</li> <li>• Identify user account issues and update the records to ensure all user accounts are accurate</li> </ul>



	<ul style="list-style-type: none"> <li>• Develop a comprehensive understanding of current working practices within all wards and departments across the Trust in order to fully understand the issues arising from Digital Service Desk calls</li> <li>• Provide professional and prompt assistance to all users contacting the Digital Service Desk, applying customer care ethics at all times</li> <li>• Responsible for assisting in technical projects and work programmes which impact across clinical and non-clinical areas</li> <li>• Work collaboratively and assist the systems and development team, Operational leads, and other colleagues to ensure service delivery</li> </ul> <p><b>Systems Administration Support</b></p> <ul style="list-style-type: none"> <li>• Build a close relationship with all members of the Systems Team</li> <li>• Assist the System Administrators with tasks maintaining a standard practice</li> <li>• Be accountable for all tasks performed</li> <li>• Communicate effectively with and actively assist all digital staff members and ensure that they are fully informed of issues that would affect the smooth running of the Department</li> <li>• Help with the running of reports on a regular and ad hoc basis and the distribution to relevant staff throughout the Trust</li> <li>• Provide administrative support to the System Administration Team as required and carry out any other duties commensurate to the role and grade</li> <li>• Assist in the maintenance and development of all systems supported by the Clinical Systems Team and be able to record changes and keep them up to date</li> <li>• Undertake any other duties relevant to the role.</li> <li>• Communicate effectively with and actively assist all digital staff members and ensure that they are fully informed of issues that would affect the smooth running of the Department</li> </ul> <p><b>Risk Management and Governance</b></p> <ul style="list-style-type: none"> <li>• Support a culture within the Systems and Development team that ensures that all technical and operational employees comply with Trust policies and guidelines</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 ensure that all risks are identified and included as appropriate on the organisational risk</li> </ul>
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	<p>register and are progressed appropriately to reduce the risk profile</p> <ul style="list-style-type: none"> <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><b>Corporate</b></p> <ul style="list-style-type: none"> <li>• Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests</li> <li>• Act as an ambassador for the development team, ensuring the positive development of the service brand, championing the Trust's values</li> </ul>
Financial and Physical Resources	<p>The role has no budget responsibility in relation to the management of operational activities</p> <ul style="list-style-type: none"> <li>• Responsible for expensive digital equipment and software,</li> <li>• Responsible for the safe use of equipment associated with the systems and development team</li> </ul>
Personal Skills and Qualities	<ul style="list-style-type: none"> <li>• Analyse data/information and propose conclusions</li> <li>• Establish problem and propose solutions</li> <li>• Work independently, using own initiative and as part of a team</li> <li>• Communicate 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</li> <li>• Work flexibly to meet the demands of the role</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.
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<b>Equal Opportunities</b>	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,
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	<p>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>	<p>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.'</p>
<b>Alcohol</b>	<p>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.</p>
<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>	<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</p>

	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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<b>BAND:</b>	<b>4</b>
<b>DEPARTMENT:</b>	<b>SYSTEMS AND DEVELOPMENT</b>
<b>DIRECTORATE:</b>	<b>DIGITAL</b>
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ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
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<b>Education/ Qualification/ Training</b>	<ul style="list-style-type: none"> <li>• Educated to A-level level or equivalent experience</li> <li>• Software application development qualification or equivalent experience</li> <li>• Recognised qualifications associated with the role</li> </ul>	<p>E D D</p>	<p>S/I S/I S/I</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of system maintenance, including daily checks and tasks</li> <li>• Able to perform routine tasks without the need for instruction</li> <li>• Experience of working with a range of staffing groups including clinicians, nursing and managers.</li> <li>• Experience of working within a digital health or social care environment.</li> <li>• Experience of systems administration and supporting clinical systems within a health or social care setting including <ul style="list-style-type: none"> <li>➤ RIO, EMIS, JAC, S1</li> </ul> </li> </ul>	<p>D E E D D</p>	<p>S/I S/I S/I S/I 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>• Knowledge of computer systems design, applications development and systems administration</li> <li>• Knowledge of service improvements/transformation and project management</li> <li>• Understanding of Information Governance, Digital Security and confidentiality</li> <li>• High level of interpersonal skills, including active listening and understanding.</li> <li>• Good written and verbal communication skills.</li> <li>• Ability to prioritise workload</li> <li>• Good working knowledge of MS Office products/Advanced keyboard skills</li> <li>• Knowledge of applications used within an NHS or social sector setting</li> <li>• Good problem-solving and fault-finding skills.</li> <li>• Ability to think clearly and logically.</li> <li>• Ability to explain technical issues in a clear and concise manner.</li> <li>• Knowledge of the ITIL support framework</li> </ul>	<p>E D D D E E E E D E E D</p>	<p>S/I S/I S/I S/I S/I S/I S/I S/I S/I S/I S/I S/I</p>

<b>Personal</b>	• Good customer focused skills	E	S/I
	• Self motivated	E	S/I
	• Able to work independently using own initiative	E	S/I
	• Good team player	E	S/I
	• Methodical approach to work	E	S/I
	• Able to concentrate in a busy multi-purpose environment when checking information and when answering queries from staff, customers.	E	S/I
	• An aptitude for dealing with complex situations	E	S/I
• Able to handle occasional exposure to emotional circumstances within the workplace eg calls pertaining to staff/patient issues where digital barriers need to be overcome	E	S/I	

S: Shortlisting I: Interview T: Test

