



JUNIOR DESKTOP SUPPORT TECHNICIAN

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Junior Desktop Support Technician
Band	Band 3 (subject to A4C)
Directorate	Digital Services
Accountable to	End Point Services & Licensing Manager
DBS Required?	No

JOB PURPOSE

To support the IT Support and Endpoint Services team in the delivery of IT equipment including but not exhaustive to keyboards, mice, monitors and other IT peripherals to end users ensuring an efficient service and therefore not impacting upon clinical and business services.

The postholder will also support the team in the imaging of devices including PC's, Laptops and iOS devices to support break fix replacements as well as agreed divisional projects, as well as asset tagging the devices, updating the asset database and the Marvel call logging tool. The postholder will also support issue resolution of application and hardware issues under the guidance of the Desktop Support Team.

The postholder will be responsible for ensuring a systematic and a disciplined approach to problem solving, ensuring that agreed procedures and standards are adhered to and providing a customer centric service. The postholder will participate in the Out of Hours Service Desk Oncall rota

Main Duties and Responsibilities

Communication and Relationship Skills

- Offering advice to end users and customers on all areas of IT, how to troubleshoot and ensuring Trust standards are met. This will include working as part of a team, in order to share knowledge and work together to increase performance standards.
- To work closely with the all IT teams on user issues and problem resolution and to provide cover when required.
- Communicates IT matters which may be complex or be seen to be complex to non IT staff
- To ensure effective communication within IT teams, the Trust and third parties.
- To actively promote and market IT, including assisting with quality assurance and customer satisfaction surveys.
- Provides and / or receives complex or sensitive information
- To support coverage of the IT Service Desk in the event of significant absence of 1st Line resource, receiving incident and service requests from various routes including telephone, intranet and email

Knowledge, Training and Experience

- To support all SaTH (Shrewsbury & Telford Hospital) staff.
- To improve users' confidence in the use of computer software, being empathetic to a variety of new and experienced learner's needs.
- Help to implement and improve processes and procedures within the team allowing strong service focused deliverables.
- Communicates IT matters which may be seen as complicated to non IT staff
- To support the technical team in the delivery and installation of IT peripherals including keyboards, mice, monitors and other devices including iPhones, iPods, iPads etc...
- Supporting the set up and configuration of iOS devices
- Where required, support and troubleshoot to identify, assess, record, resolve and / or escalate incidents and service requests ensuring they are handled within an agreed time limit, within agreed processes and in a professional and customer sensitive manner.
- Provide support and advice on IT related issues including hardware, software, additional functionality on existing processes
- ECDL Computer Driving Licence or equivalent knowledge
- Knowledge of one or more computer systems i.e. Marvel, KACE, SCCM etc...
- Ensure IT information is processed in accordance with policies and procedures
- To participate in the Out of Hours Service Desk Oncall rota

Analytical and Judgemental Skills

- To analyse information / data and respond appropriately to trends offered from that information
- Able to interpret information performing comparisons on factual data or trend analysis across a spectrum of options and best report on that information
- Able to make choices from options available promoting best the choices made to that of the client / peers

- Support and troubleshoot to identify, assess, record, resolve and / or escalate incidents and service requests ensuring they are handled within an agreed service level agreement
- To have knowledge of one or more systems, hardware and procedures
- To ensure all Service Desk incidents and service requests are prioritised to agreed standards, monitoring completion timescales and reporting timescales and outcomes to Trust staff.
- Use judgement involving facts, where some may require analysis

Planning and Organisational Skills

- To work closely with other IT teams and the to ensure that relevant support documentation is in place to support new system implementations are effective to the organisation's needs.
- To ensure that the set-up and configuration is supportive and inline to the Trust's organisational requirements to support the clinical and business requirements
- You will manage tasks and activities which may require adjustments to priorities in order to satisfy business needs.
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively managed.
- You will need to be able to plan activities and tasks which may require adjustment due to workload
- To work flexibly in order to deliver the Directorate agenda and to offer support to other colleagues including cover in times of absence.

Physical Skills

- Advanced keyboard skills – accuracy very important.
- Ability to manipulate complex data at speed
- Regular VDU use.
- Frequent sitting or standing in restricted positions.
- Inputting and manipulation of data

Responsibility for Patient / Client Care

- Incidental patient contact through support of clinical systems.

Responsibility for Policy / Service Development

- Follows guidelines and may be required to suggest or comment on changes where necessary
- The post holder will be required to work within all IT policies and standards under the guidance of the Desktop Lead / Digital Business Relationship Manager or more senior management, including IT change control and asset management practice for all aspects involving IT equipment and software

Responsibility for Financial and Physical Resources

- Observes duty of care in relation to equipment and resources used.
- Safe use of IT equipment, responsible for expensive IT equipment
- Installation of IT equipment as well as maintenance and repair

Responsibility for Human Resources

- Demonstrates own activities or workplace routines to new or less experienced employees..

Responsibility for Information Resources

- Adopts a best practice approach from the changes made within team IT systems.
- Required to create reports, maintain computer systems including IT asset database, knowledge database etc...
- To document / record all services provided / work undertaken to ensure an accurate record is retained on file.

Responsibility for Research and Development

- To bring forward own ideas for improvements of the services offered by customer services to improve quality / performance standards.
- Creates ad-hoc reports i.e. extraction of the asset database to support device deployment or replacement
- May work on audits as required as part of the job i.e. asset audits across the organisation

Freedom to Act

- To ensure that all actions adhere to current security guidelines.
- Post holder will be supervised by the Endpoint Security Manager, but will need to act independently during day-to-day duties.

Physical, emotional and mental demands of the post

- To ensure that all actions adhere to current security guidelines.
- Post holder will be supervised by the Endpoint Security Manager, but will need to act independently during day-to-day duties
- Regular requirement to use VDU and other IT applications throughout the working day.
- There will be the occasional need to lift / move IT equipment, such as base units and monitors
- Regular requirement for concentration when inputting data.
- Able to cope with interruptions whilst in periods of concentration.
- To deal with question / queries relating to IT services from Trust staff including end users, line managers etc, over the phone, face to face or by email.

Working Conditions

- Will be working with a computer screen under office conditions throughout a large portion of the day in a busy office.

Systems and Equipment

- To be responsible for creating and maintaining project progress and technical databases across a range of projects.
- To be fully conversant with corporate communication and information technology systems to enable optimum effectiveness in their use.
- To be fully conversant with Informatics department systems.
- To be proficient in the use of a full range of presentation tools including data projectors, laptop computers, overhead projectors as utilised in the delivery of training sessions.

- To be proficient in the design and use of computer generated presentations.

Contacts

Internal

- All levels of staff throughout the Trust

External

- Other local NHS Trust Departments
- Personnel at all levels of the supplier domain or within the National Programme for IT and Connecting for Health.
- Work Experience Students, Guardians and Teachers.

Professional Development

- To take every reasonable opportunity to maintain and improve personal and professional competence.
- To participate in personal objective setting and review, including the creation and achievement of a personal development plan.

General

- To work with guidance from senior members of the IT team, seeking advice and support as required.
- To produce written and verbal reports and information of varying levels of complexity for the IT department and the Trust.
- To be responsible for accurate and timely administration using both written and computerised equipment for all training related activity.
- To be responsible for managing and prioritising own workload and have the ability to respond appropriately to frequent and unpredictable requests for support, advice and guidance.

Communication

This job description is a summary of the main responsibilities and is not intended to be an exhaustive list of duties or tasks.

It will be subject to an initial review with the postholder within the first 12 months and thereafter from time to time and may be amended to reflect changes in the Performance Management Division.

The Department is predominantly based at Shrewsbury Business Park but the postholder will also be required to work at The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • ECDL • GCSE's in Maths and English at Grades 9 – 4 (or equivalent) 	<ul style="list-style-type: none"> • IT qualification

EXPERIENCE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience in problem solving / troubleshooting skills within a computing environment • Experience in build and configuration of IT devices including iOS devices • Experience in the installation of IT devices and peripherals including iOS devices • Experience in excellent customer service • Flexible attitude to the prioritisation of workload • Experience in multi-tasking • Good communication and the ability to diplomatically deal with users of a mixed IT ability 	<ul style="list-style-type: none"> • Experience working in the NHS

SKILLS AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good communication and interpersonal skills • Good written and verbal presentation skills • Ability to manage own workload • Time management skills and the ability to work to deadlines • Excellent analytical skills and methodical approach to problem solving • Ability to work under pressure • Advanced keyboard skills 	<ul style="list-style-type: none"> • Facilitation skills

<ul style="list-style-type: none"> • Able to install and configure devices / peripherals 	
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OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to meet the travel requirements of the post • Ability to work at all Trust sites • Able to participate in an out of hours service desk oncall rota 	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to

empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

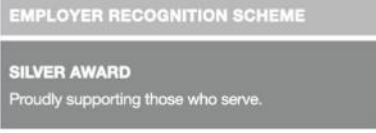
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

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Minicom: 01743 261213

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Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)