

Digital System Administrator Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read. Our goal is to make the application process more accessible and inclusive for everyone.

- This role helps manage and improve important computer systems used in healthcare.
- You'll work with different teams and organisations to solve problems and make sure the systems run smoothly.
- You'll use your knowledge and training to fix issues, test new updates, and help others understand how the systems work.
- You'll also help plan tasks, train team members, and look after equipment and software.
- The job includes making sure changes to the system don't affect patient care or daily work.
- You'll be part of a team that shares ideas and works together to support the Trust.

Job Description

Job title:	Digital System Administrator
Grade:	6
Site:	Shrewsbury Business Park
Accountable to:	IM&T Service Manager – Program Management and Development Functions
DBS required:	No

Main Duties

As an Digital Systems Administrator you will be responsible for the maintenance of the EPR Applications and IT maintained disparate systems to ensure continuity of service and resolution of ongoing operational issues. You will be the product specialist for the EPR applications and responsible for ensuring any change does not impact the delivery of the EPR service.

Key Areas

Communication & Relationships Skills

- To present and demonstrate the IT applications you are responsible for and communicate the range of complex business processes supported by those systems to large user groups and senior managers.

- To assist the EPR Analysts in negotiating with external organisations over service issues, e.g. where the EPR is being developed in the local community.
- To seek the opinions of other NHS organisations in England where standards, policies and procedures are unclear nationally.
- Develop and maintain professional relationships with all disciplines within and outside of the Trust.
- To work as a member of a team encouraging knowledge share across that team.

Knowledge, Training & Experience

- To ensure that your specialist knowledge of the EPR applications being maintained is current.
- To ensure that your knowledge and expertise is backed by appropriate qualifications (degree, or equivalent, experience of specialty)
- To ensure that your qualifications and / or experience is current and broad over the various skills of the role, this includes any Clinical qualifications and management qualifications.
- Meet with various stakeholders and users to troubleshoot and resolve issues that may arise regarding, complex technical information issues/problems.

Analytical & Judgemental Skills

- To be responsible for analysing complex service issues, both in the applications you are maintaining and with other applications and interfaces between applications.
- To be responsible for the scheduling of resources within the team in order to meet the operational priorities driven by the business.
- To be responsible for the complex analysis of current clinical/administrative workflows, clinical practices and patient experiences in order to debug operational issues with the provision of the service offered by the applications.

Planning & Organisational Skills

- You will manage tasks and activities which may require adjustments to priorities in order to satisfy business needs.
- To be responsible for regression testing of development work handed over by the EPR Analyst team the test environments.
- To be responsible for reporting any regression testing issues raised and formally reporting them to the EPR Analysts for resolution.
- To be responsible for the successful implementation in the Production environments of new developments that has passed regression testing.
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively project managed.

Physical Skills

- Utilises available personal resources complemented by advanced keyboard skills
- Accurately utilises available personal resources ensuring appropriate software packages are used when performing computer related tasks

Responsibility for Patient/Client Care

- Utilising your product specialist skills you will meet with Users/Clients in order to debug operational issues with the provision of the service offered by the applications.

Responsibility for Policy/Service Development

- You will be responsible for the successful implementation of policy changes, changes in legislation & new reporting processes within the applications you are maintaining.

Responsibility for Financial and Physical Resources

- Takes responsibility for the expensive IT equipment and software installation and its maintenance.
- Ensures physical resources are maintained appropriately.
- Takes responsibility for the security of physical resources held by the role.
- Ensures the role owner and team utilises physical resources inline with the instructions of the resource.
- Promotes the best use and care of physical resources throughout the Trust.
- Works with Service Delivery manager to understand team finances.

Responsibility for Human Resources

- To assist with the recruitment of the EPR Application administrators.
- Delivers IT training both within the team and external to the team across the Trust and the local community.
- Day to day management of some team members.
- Delegates work to some team members.

Responsibility for Information Resources

- Responsible for the maintenance of the operational EPR Production environments and ensures that version control is fully implemented.
- Configuration maintenance of the Production environments for the applications you are maintaining to a standard that ensures a consistent high level of service. For example; reference tables, user profiles, workstation accounts, user accounts, system rights, training packages etc.
- Adopts a best practice approach from the changes made within team systems promoting and training on those changes where appropriate.
- Responsible for ensuring that any changes made to the Production environments do not impact the Trusts normal business functions.

Responsibility for Research and Development

- Responsible for the acceptance testing new versions of software and development changes released for implementation into the Production environment.

Freedom to Act

- Works to achieve agreed set objectives having freedom to perform under self direction.
- Performs as lead specialist and acts appropriately in own area.
- Performs the role with minimal supervision from the Service Delivery Manager.

Physical Effort

- Needs to be able to carry appropriate hardware (projectors, laptops etc).
- Light physical effort for the configuration of the aforementioned hardware items.
- Able to connect hardware to power sockets, LAN sockets.
- Able to move computer equipment in line with the demands of the role.

Mental Effort

- Able to cope with interruptions whilst in periods of concentration
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively project managed
- Requires frequent spells of concentration through a work pattern which can be unpredictable

Emotional Effort

- As team leader will deal with staff performance and disciplinary issues

Working Conditions

- Will be working with a computer screen under office conditions throughout a large portion of the day □ To provide 24 hour support on a rota basis during the initial 'go live' phases.
- Ability to work flexibly to meet needs of the service ability to contribute to any out of hours service requirements

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Person Specification

	Essential	Desirable
Qualifications	Relevant IT Degree or equivalent knowledge and / or relevant experience in specialty.	Recognised qualifications associated to the role
Experience	<p>NHS Operational experience</p> <p>Experience of working and liaising with Third Party Suppliers.</p> <p>Experience of working in a large organisation with a wide range of staffing levels and being able to liaise with level from Administrative Staff to Senior Managers</p> <p>Strong experience of diagnostic and fault resolution across a mixed computing environment</p> <p>Experience of database maintenance</p> <p>Strong experience in influencing the application of IT to working practices.</p> <p>Experience of working with a range of staffing groups including clinicians, nursing and managers. Experience of process mapping and re-design</p>	<p>Operational experience working within clinical departments, for example Theatres or Pathology NHS Patient Administration systems or clinical systems</p> <p>Extensive experience working in an IT environment</p>
Knowledge and skills	Proficient in the use of MS Office (Word, Excel, Visio, Project) and Email / Internet.	<p>Facilitation skills</p> <p>Experienced in using EPR products</p>

	<p>High level of interpersonal skills, including active listening and understanding.</p> <p>Excellent communication, presentation and written skills.</p> <p>Influencing, motivation and negotiation skills.</p> <p>Ability to work across organisational and professional boundaries</p> <p>Ability to prioritise and plan use of resources</p> <p>Develop/design policies, protocols and able to analyse, interpret complex data and report in a variety of different styles.</p> <p>Understanding of the Strategic aims and priorities of the Trust.</p> <p>Understanding the benefits of Information Technology to Trust staff.</p> <p>Knowledge of the IM&T strategy</p> <p>Working knowledge of MS Office products.</p> <p>Knowledge of the National IM&T Strategy.</p> <p>Knowledge of the Connecting for Health Integrated Care Records Strategy</p>	
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	<p>Knowledge of Patient Pathway in an Acute Trust</p> <p>Knowledge of ITIL Change Management processes</p>	
Other	<p>Proactive, Self-motivated, Patient, Attention to detail, Logical and analytical approach.</p> <p>Proactive approach to problem solving.</p> <p>Ability to work flexibly to meet needs of the service ability to contribute to any out of hours service requirement</p> <p>Ability to travel as part of the role s</p>	

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 and 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. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- 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.

