# JOB DESCRIPTION

| Job Title: | LIMS IT Project Support Officer |
|---|---|
| Band: | 3 |
| Directorate: | Pathology |
| Job Group: | IT Support |
| Location: | RSH / PRH as required |
| Hours of Work: | 37.5 (*fixed term 6 months with potential to extend*) |
| Accountable to: | Pathology IT Manager |
| Professionally accountable to: | Clinical Director, Pathology |
| Date: | 31/08/2022 |

## 1. Job Purpose

As a LIMS IT Project Support Officer you will support the day to day business continuity of the Pathology department as a major program of system updates progresses. The scope of this will involve housekeeping of departmental hardware and software to support the existing Pathology IT team, and supporting training of Pathology staff throughout the implementation of a new laboratory information management system. Communication will be critical requirement in this role, ensuring key work stream leads are kept up to date to enable reporting of testing issues which can be escalated through the project team.

## 2. Main Duties and Responsibilities

1. To support the Pathology IT team in maintaining the IT systems and associated hardware used throughout Pathology. Examples include: printers, scanners, barcode scanners, PCs, servers, machinery interfaces etc.
2. Support laboratory data quality promotion; both through training laboratory staff but also retrospective patient record merging.
3. Assist in data quality auditing and ensuring actions / outcomes are escalated to the Pathology IT Manager
4. To support the Pathology IT team team in maintaining, upgrading, verifying and validating the software systems and any associated upgrades used throughout Pathology; to include major updates to Trust infrastructure such as ongoing Windows updates

Examples include Telepath, Autofate, Data Innovations, Review, t-Quest, Dart Viewer.

5. To provide training and support to Pathology customers in the use of customer-facing software systems in primary and secondary care
6. To act as a first-line support to external users of Pathology systems, triaging requests as appropriate to the Pathology IT Manager / Pathology IT team
7. To act as the first point of contact with external users to enable and maintain access to internal clinical systems
8. To support training and support to Pathology staff in software systems as appropriate.
9. Provide first line training and support in specialist Pathology software systems

10. To perform administration duties regarding Pathology software systems
11. Propose changes to IM&T systems, policies, & procedures
12. Support the Pathology IT Support Officer in their duties, utilise them as appropriate in support of validation of key support systems where appropriate
13. Work within, and contribute to the maintenance of, UKAS accreditation standards and Trust standards as they relate to IT and information governance. Examples include performing validation and verification exercises for software, data flows, and operational processes
14. Logging regular and sporadic data extraction , maintaining records
15. Maintain and add to access control registers, grant access as appropriate to Pathology and external staff (Pathology specific software)
16. Work alongside Trust IT in delivering and validating hardware within Pathology as "fit for purpose" according to agreed acceptance criteria.
17. Assisting in regular data asset review and risk management assessments Support users and IT colleagues in a support capacity during implementation of system updates and releases, this may involve "floor walking", 1-1 support or via service desk
18. Provides and receives complex and / or sensitive information which may be complicated and can provide training in own area of expertise
19. Ensure the hardware and peripherals in the test environment are up to date, working and reflective of the equipment used in the live environment.
20. Liaise with workstream leads, IT / Pathology colleagues to assist with operational and IT readiness for system updates and releases
21. To maintain a sound knowledge of the patient systems and an understanding of their potential use and end purpose at SaTH, including their potential impact on both patient care and trust performance (e.g. data quality, income, targets).
22. Be able to communicate a range of complex processes supported by those systems to groups of staff and project implementation staff
23. Develop and maintain professional relationships with all disciplines within and outside of the Trust.
24. To ensure that your specialist knowledge of the LIMS applications being maintained is current.
25. To ensure that your knowledge and expertise is backed by appropriate qualifications (A-Level, NVQ, or equivalent, experience of specialty)
26. 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.
27. You will manage tasks and activities which may require adjustments to priorities in order to satisfy business needs.
28. To be responsible for reporting any regression testing issues raised and formally reporting them to the appropriate project staff for resolution.
29. Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively project managed.
30. Accurately utilises available personal resources ensuring appropriate software packages are used when performing computer related tasks
31. Inputting and manipulating data when working on IT systems
32. Follow departmental policies / guidelines and maybe required to comment / input. Maybe required to implement new proposed changes to working practices and procedures to comply with new legislation
33. Takes responsibility for the expensive IT equipment and software installation and its maintenance

34. Supports testing 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 etc
35. Adopts a best practice approach from the changes made within team systems promoting and training on those changes where appropriate.
36. Responsible for the acceptance testing of new versions of software and development changes released for implementation into the Production environment.
37. Works to achieve agreed set objectives using own initiative, using standard operating procedures and other reference material but line manager available for reference
38. Able to cope with interruptions whilst in periods of concentration


## 3. Organisational Chart
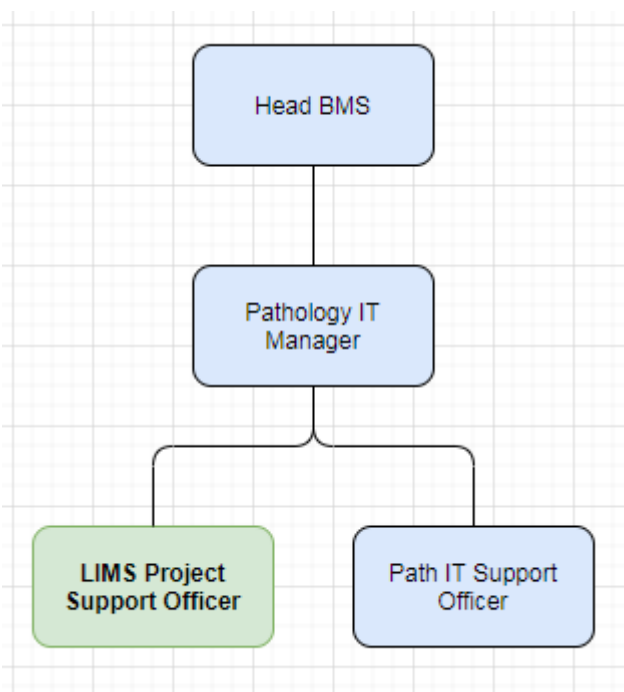


## 4. Responsibilities for Education and Training

**1)** Ensure own mandatory training is undertaken for non-clinical staff (such as safe moving and handling, fire prevention etc) and attend other relevant training programmes to keep up to date.

**2)** Take part in the Personal Development Review process, identifying own training needs for continued personal development.

## Communication and Relationships

Patients, Consultants, medical staff, general practitioners, medical secretaries, outpatient, specialist nursing staff, all staff throughout Health Records and Patient Access, other hospitals and members of the public.


## 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

The prevention and management of acquired infection is a key priority for the Trust.  Any breach of infection control policies is a serious matter which may result in disciplinary action. 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 staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and on-going 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.  Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **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 -** The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence.  If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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; and
- participate in the Trust's appraisal processes

## 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.

## Equality, Diversity and Inclusivity

- Create a culture of equality, diversity and inclusivity by personally embedding these factors into everyday working life.
- Report any behaviours or acts that may be discriminatory

## 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 Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve.  Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust 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 to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.