

RADIOLOGY SYSTEMS TECHNICIAN

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, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- This role is part of the Radiology Systems team and helps keep hospital imaging systems running smoothly.
- You will provide technical support for computer systems and equipment used in Radiology.
- The job involves solving problems, answering support calls, and helping staff understand and use the systems.
- You will work mainly at The Princess Royal Hospital, Telford but also travel to The Royal Shrewsbury Hospital and other sites when needed.
- The role includes training staff, updating systems, and making sure everything works safely and securely.
- You will help with projects to improve Radiology systems and keep accurate records of all work done.

Job Description

Job title:	Radiology Systems Technician
Grade:	Band 5
Site:	The Princess Royal Hospital, Telford with cross site working to The Royal Shrewsbury Hospital required
Accountable to:	Radiology Systems Manager
DBS required:	Standard

Job Overview

As a member of the Radiology Systems team this role will support the Radiology and Imaging Departments and wider trust in the deployment and maintenance of Radiology related IT Hardware and Software. The post is based at the Princess Royal Hospital, Telford but also travel to The Royal Shrewsbury Hospital on a weekly basis and be willing to travel to other hospital sites within Shropshire as required.

Post Purpose Summary

In-depth technical support of the applications and hardware used within the imaging departments. Bring their specialist skills and knowledge to enable them to engage all users within the Trust and interested parties that deal with the Trust including suppliers and system users. The post holder will be a key member of the Radiology Systems Team providing high level technical support as the service demands.

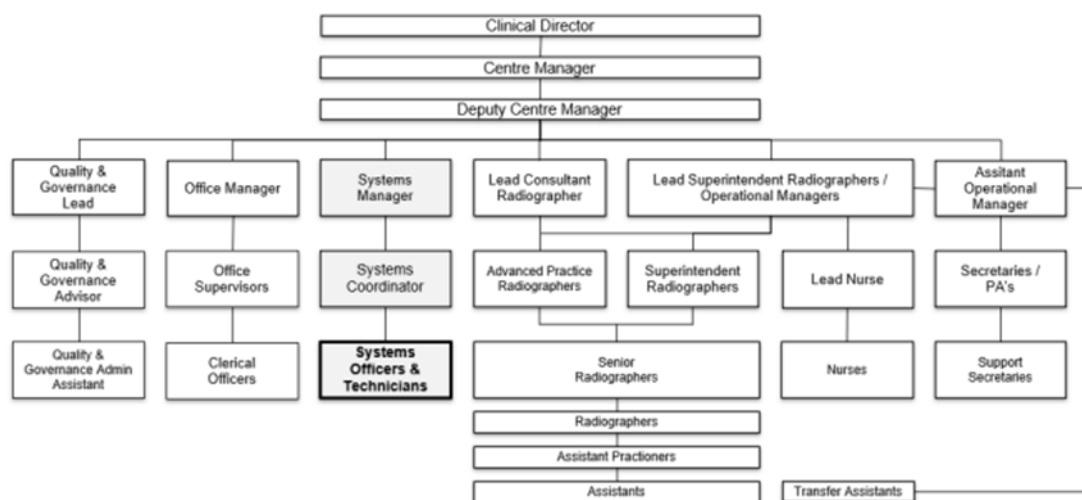
Main Duties and Responsibilities

- Technical support for Radiology systems:
- Responding to support calls, deciding on relevant method of help and negotiate and agree call priorities.
- Analyse situation/information to identify and resolve a range of problems including computer issues, application problems, data errors, change requests.
- Responding user calls to provide first time resolution of Radiology system issues.
- Understanding and interpreting the complex issues presented by users to best assess an appropriate response.
- Using initiative to solve problems with reference to broad operating procedures.
- Explaining problems and solutions to users.
- Implement solutions to resolve user clinical system problems.
- Planning and scheduling on-site visits with the end user if required.
- Liaising with system managers and other departments to arrange system maintenance.
- Delivering ad hoc training to users.
- In-depth knowledge of all Radiology systems (PACS, RIS, IEP etc.) and hardware in use within the Trust required to remotely diagnose system faults.
- Autonomously Working with users to diagnose software problems, both face-to-face and over the telephone, and seeking further advice where necessary.
- Using remote technologies to diagnose and resolve software problems in a timely manner.
- Identify and advise staff regarding information security risks through improper use of IT systems.
- Delegate support calls to the appropriate team members.
- Identify underlying problems causing frequent calls and escalate to the appropriate resolver groups.
- Lead in the implementation and change process of Radiology system projects both within own work area and beyond own area of activity
- Lead where necessary in the development of regular ad-hoc system projects both within Radiology and other disciplines (Shropshire Community Trust, Cardio-Respiratory, Obstetric Ultrasound amongst others).
- Report all Radiology systems issues to the software supplier and follow up to a successful resolution.
- Recording work completed to a high level of accuracy to preserve a complete audit history of actions and sign-off by relevant staff when necessary.
- Comprehensive knowledge of Radiology department policies and procedures, especially relating to working practices.
- Implement and adhere to agreed Trust IT policies.
- Keeping up to date with current system developments and technologies.

- Updating the configuration of Radiology systems to match clinical requirements.
- Maintaining timely, accurate and comprehensive records of diagnosis steps and actions taken to resolve problems.
- Managing day to day workload by monitoring incidents, prioritising as appropriate. Responding to varied workload pressures.
- Delivers training both within the team and to departments that utilise Radiology systems.
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively project managed.
- Accurately utilises available personal resources ensuring appropriate software packages are used when performing computer related tasks.
- Inputting and manipulating data when working on Radiology systems.
- Autonomously develop and maintain systems/process to ensure 100% data quality and completeness to feedback to relevant disciplines both within own specialism and outside of the department.
- Works to achieve agreed set objectives using own initiative, using standard operating procedures and other reference material but line manager available for reference.
- Able to cope with interruptions whilst in periods of concentration.
- Will be working with a computer screen under office conditions throughout a large portion of the day.
- Takes responsibility for the expensive Radiology IT equipment and software installation and its maintenance.
- To provide project plans, implement development of systems and facilitate training to all levels of the organisation and external agencies.
- To provide comprehensive and expert knowledge through training and presentations to varying levels of skill sets and group sizes.
- To manage, plan and facilitate delivery of high-quality training and documentation on either an individual or group basis, customised as appropriate for the skill/understanding of the user and demonstrating highly developed interpersonal and communication skills.
- To deliver training in a variety of ways appropriate to individual audiences and their working environment e.g. small groups, 1-2-1 and bespoke training sessions.
- To assist in any additional projects as determined by senior members of the Radiology Systems Team.
- Acceptance test new versions of software and development changes released for implementation into the Production environment.
- To be responsible for reporting any regression testing issues raised and formally reporting them to the appropriate project staff for resolution.
- To have expert knowledge and experience in training and development.
- To carry out acceptance testing on system developments; this involves highly complex working practices.

- To have knowledge of information flows to be able to ensure accurate deployment of Imaging systems across the Trust.
- To provide detailed, accurate information to system users in a way that can be understood by all.
- To travel regularly between RSH and PRH sites to arrange, attend and chair meetings and training as demanded by service need.
- To deliver and update high quality training and project documentation to identify and deal with any issues promptly and efficiently.
- To work flexibly as appropriate in order to meet critical deadlines.
- To ensure confidentiality is maintained as appropriate.
- To manoeuvre, lift and prepare equipment and resources as appropriate.
- To take every reasonable opportunity to maintain and improve personal and professional competence.
- To work with guidance from senior members of the Radiology Systems Team, seeking advice and support as required.
- To produce written and verbal reports and information of varying levels of complexity for the Radiology 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.
- The role will require flexibility in cross-site working and with external partners to deliver system training and support to all clinicians who refer for imaging into SaTH.
- This job description is a summary of the main responsibilities and is not intended to be an exhaustive list of duties or tasks

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to GCSE level, including English • and Mathematics grade 9-4 (grade C or above) or equivalent experience in IT 	<ul style="list-style-type: none"> • Educated to degree level or equivalent. • Certificate in using Microsoft Office Applications. • ECDL (European Computer • Driving licence)
Experience	<ul style="list-style-type: none"> • In depth knowledge and experience of computer-based systems and hardware. • Experience of working in training and development. • Experience of working in IT roles. • Organising training schedules with a range of stakeholders. • Experience of managing projects. • Development of good working relationships across a range of teams. • Maintenance of administration of IT systems 	<ul style="list-style-type: none"> • RIS/PACS experience. • Previous experience of working in the NHS. • Previous work involving NHS IT/Radiology systems
Knowledge and skills	<ul style="list-style-type: none"> • Effective communicator - verbally, in writing and by presentation. • Effective listening skills. 	<ul style="list-style-type: none"> • Example • Example • Example

	<ul style="list-style-type: none"> • Excellent attention to detail and consistent high level of accuracy. • Advanced keyboard skills including good • knowledge of Microsoft Office, Word, and Excel. • Evidence of organisational and time management skills. • Capable of working with high workloads and to strict deadlines. • Ability to maintain confidentiality at all times. • An understanding of the principles of the Data Protection Act and Freedom of Information. • Ability to build and maintain credibility with managers and other staff through the use of effective interpersonal skills. • Able to work on own initiative with awareness of boundaries. • Knowledge of how to design, create, administer, and evaluate training courses. 	
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	<ul style="list-style-type: none"> • Ability to provide training to small or large groups or on a 1:1 basis. • Ability to travel to work at clinical sites within rural Shropshire, including RSH and PRH and within the local community at GP surgeries and Community Hospitals. • Determination and resilience. • Willingness to develop new skills and undertake training as necessary. • Professional appearance. • An effective and supportive team player. • Able to work at a PC/VDU for a prolonged period. 	
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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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- 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;
- 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;
- 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;
- 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 and sensitive 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

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.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

