JOB DESCRIPTION
Digital Apprentice - ICT Support

Summary

The post-holder will be working within an NHS organisation where they will be required, within a team, to effectively support the hardware and software of users ensuring the functionality and accessibility of corporate services including critical NHS clinical systems essential for the delivery of patient care.

Main responsibilities and duties may include the following:

ICT Support
- Receiving routine and urgent ICT support calls.
- Entering details of calls onto the relevant call logging software or system.
- Prioritising and working in accordance with defined standards of service and other ICT policies including information governance and data security.
- Ensuring all supported systems comply with ICT policies.
- Allocating jobs that cannot be resolved on first contact to the relevant support group.
- Providing telephone or e-mail support and advice to diagnose and resolve ICT related problems or issues where possible over the telephone.
- Providing ICT support using remote access facilities to diagnose and resolve ICT related problems or queries.
- Creating and maintaining LAN, e-mail accounts and resolving password / account related problems.
- Processing and updating telephony requests received by the Service Desk.
- Actively monitoring telephony support queues to the Service Desk.
- Monitoring jobs via the call logging system, identifying trends for potential problems and escalating to the Service Desk Manager.
- Assisting in providing an analysis of calls to the helpdesk, highlighting any problems/issues and reporting to the ICT Service Desk Manager.
- Performing all other duties and tasks as required to ensure an effective and efficient level of ICT support is provided.

Maintaining Inventory
- Assisting in maintaining an up-to-date inventory of hardware and software.
- Ensuring stock levels are maintained and administering inventory controls using the inventory database.
- Processing and receiving orders for new ICT hardware and software.
- Assisting in organisation of deployment of ICT equipment for the Desktop Support team.
- Assisting with processing orders, searching for best prices and ensuring timely delivery of equipment.

Communication
- Notifying, keeping up to date and ensuring timely communication with all ICT Support teams and departments in times of ICT system failure or upgrades.
- Establishing caller needs and redirecting as necessary.
- Obtaining all the necessary facts from a caller, either to resolve an ICT problem by telephone/email or to provide all the relevant details to the other ICT support teams.
- When unclear as to correct course of action, requesting guidance from the Service Desk Manager or colleagues and escalating issues as appropriate.
- Providing customers with a positive impression of the ICT Service Desk and the organisation.
- Helping and empathising with callers who are frustrated/annoyed with an ICT issue, in a calm, polite and professional manner.

General

Job Limitations
At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager/supervisor. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.

Confidentiality
In line with the Data Protection Act 2018, the post holder will be expected to maintain confidentiality in relation to personal and patient information, as outlined in the contract of employment. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.

Risk Management
The organisation is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the organisation's Risk Management Policy, Health and Safety Policy and other associated policies and to actively participate in this process, having responsibility for managing risks and reporting exceptions.

Records Management
The post holder has a legal responsibility to treat all records created, maintained, used or handled as part of their work within the organisation in confidence (even after an employee has left the organisation). They also have a duty to manage records in line with the organisation's records management policy. Included in these are records relating to patient health, finance, personnel and administrative functions, whether paper based or electronic. All staff have a responsibility to consult their manager if they have any doubts about the correct management of the records with which they work.

Equal Opportunities
The post holder will be expected to comply with and promote the organisation's Equal Opportunity Policy and avoid any behaviour which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, colour, nationality, ethnic or national origins, religion, disability, sexual orientation or political opinion.

Health and Safety
The post holder is required to co-operate with the organisation to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.

Person Specification

REQUIREMENT	ESSENTIAL	DESIRABLE
Education & Qualifications	• 4 GCSEs grade 4 or above/A*-C or equivalent including English and Maths	• Basic IT skills qualification eg. ECDL, ITQ • Evidence of further training/education
Personal Qualities	• Good organisational and administrative skills • Keen interest in IT • Willingness to learn/apply learning in the workplace • Willingness to work with due regard to health and safety of self and others	• Ability to work effectively as part of a team • Ability to act on own initiative and follow instructions • Ability to prioritise
Knowledge & Skills	• Good communication skills, both written and verbal • Basic IT literacy	• Good analytical and problem solving skills • Customer service experience • Knowledge of practices in a healthcare setting