Golden Jubilee Foundation

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Chief Executive: Jann Gardner

Agamemnon Street
Clydebank G81 4DY
Scotland
Telephone 0141 951 5000
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Recruitment line: 0800 0283 666

Dear Candidate

POST:	**IT Support Technician**
HOURS:	**37.5 per week**
CLOSING DATE:	**2 July 2019**

The Golden Jubilee Foundation welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **two years** of previous employment/training history.   If there is insufficient space on the application form to list all of your referees, please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call. Unfortunately, due to the volume of applications we receive, we are unable to write to applicants who are not successfully shortlisted for interview. If you have not received an invitation for interview within six weeks of the closing date, please assume on this occasion you have been unsuccessful. We hope this will not deter you from applying again.

In the meantime, I wish you success with your application and should you require any further information or wish to check the progress of your application please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely

Lynn Mitchell
Recruitment Assistant

Golden Jubilee Foundation

Information Pack

For the post of

IT Support Technician

37.5 Hours Per Week

Reference Number: SHOW/3264

Closing Date: 2 July 2019

Golden Jubilee Foundation

General Information for Candidates

- This information package has been compiled to provide prospective candidates with details of the post and background information about the Golden Jubilee Foundation (GJF).

- The contents of this package are as follows:-
    - Job Description/person specification
    - Terms and Conditions of Service
    - Application Form
    - Equal Opportunities Monitoring Form
    - Information on Agenda for Change

- The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.

- Please note, to ensure that we adhere to our current policy on Equal Opportunities; CV's received with Application Forms will be destroyed prior to Application forms being passed for Short listing.

- GJF operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.

- All offers of employment will be subject to the receipt of three year's satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.

- Please email your completed application to:-

    recruitment@gjnh.scot.nhs.uk

- When returning your completed application and any associated enclosures by Royal Mail you must ensure that the correct postage cost is paid. We have been informed by the Post Office that they are retaining those which have been underpaid. This has resulted in completed applications not being returned until after the closing date, and not being included for short listing.

- The short listing process will take place shortly after the closing date.

- As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.

- The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:

    - Valuing dignity and respect
    - A "can do" attitude
    - Leading commitment to quality
    - Understanding our responsibilities
    - Effectively working together

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Terms and Conditions of Service

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

1. Superannuation

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from to 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers' contribution equates to 13.5% of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

2. Salary

£22,152 to £24,258 per annum

3. Grade

This post is offered at Band 4

4. Annual Leave

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

5. Hours of Duty

37.5 Hours per week

6. Tenure of Employment

This post is offered on a permanent basis

7. Asylum and Immigration Act 1996

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

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Benefits

NHS Superannuation scheme:

New entrants to the Golden Jubilee Foundation who are aged sixteen but under seventy five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.2% to 14.7% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years' pay - while you are working, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency. This scheme is a qualifying pension scheme, which means it meets or exceeds the government's new standards. All benefits including life insurance and family benefits are explained on the SPPA website http://www.sppa.gov.uk/

Annual leave entitlement (including public holidays):

35 days annual leave on appointment
37 days annual leave after 5 years
41 days annual leave after 10 years

 Free car parking

Continuing professional development opportunities

Discounts at the Golden Jubilee Conference Hotel

Leisure Club membership – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £30 per month.

Discounted Room Rates - Rooms rates discounted subject to specific conditions.

Discounted Dining - 20% off food and beverage when dining in the hotel.

Golden Bistro (Hospital Restaurant) - Discounted food in our award winning hospital restaurant.

NHS Staff Benefits

As a staff member in the Golden Jubilee Foundation, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit www.nhsstaffbenefits.co.uk - new offers are added on a weekly basis.

GOLDEN JUBILEE NATIONAL HOSPITAL

JOB DESCRIPTION –

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1. JOB IDENTIFICATION

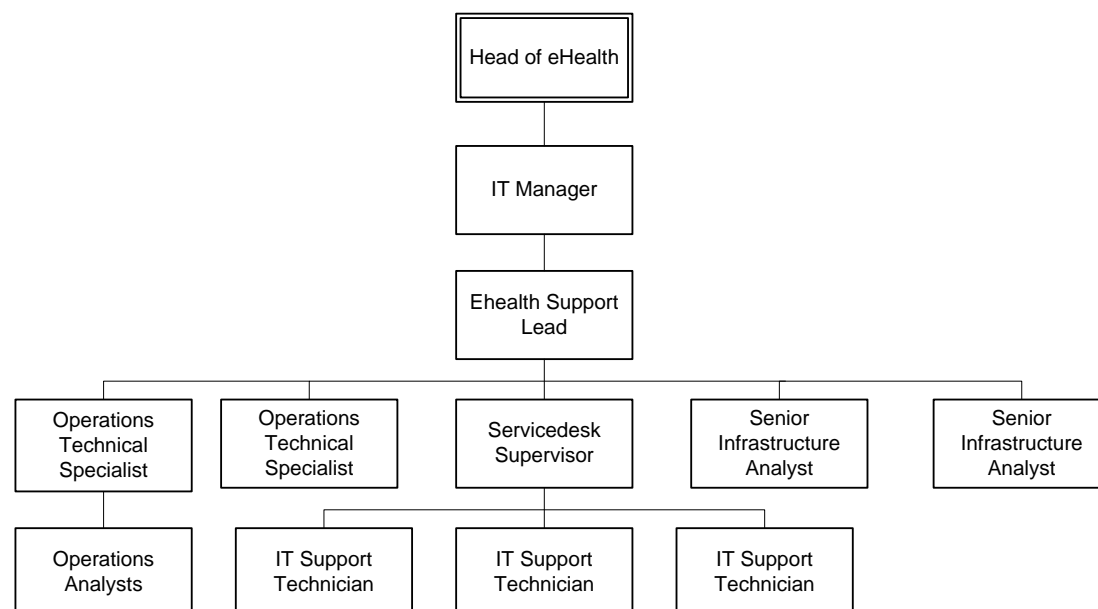**Job Title: IT Support Technician**

Department(s): eHealth

Job Holder Reference:

No of Job Holders: 3

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2. JOB PURPOSE

To be a part of the IT Service Desk support team and provide a first line IT support resource addressing user problems identified through the Service Desk and carrying out routine support tasks in line with departmental standards and procedures. The IT team supports end user desktops, telephones, data communications, voice communications, central servers and network printing.

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3. ORGANISATIONAL POSITION

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                        ┌──────────────────┐
                        │ Head of eHealth   │
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                                 │
                        ┌──────────────────┐
                        │   IT Manager     │
                        └──────────────────┘
                                 │
                        ┌──────────────────┐
                        │ Ehealth Support  │
                        │      Lead        │
                        └──────────────────┘
                                 │
   ┌──────────┬───────────┬──────────────┬──────────────┬──────────────┐
┌────────┐ ┌────────┐ ┌──────────┐ ┌────────────┐ ┌────────────┐
│Operations│ │Operations│ │Servicedesk│ │  Senior   │ │  Senior   │
│Technical │ │Technical │ │Supervisor │ │Infrastructure│ │Infrastructure│
│Specialist│ │Specialist│ │          │ │  Analyst  │ │  Analyst  │
└────────┘ └────────┘ └──────────┘ └────────────┘ └────────────┘
     │                     │
┌────────┐      ┌──────┬──────────┬──────────┐
│Operations│   ┌────────┐ ┌────────┐ ┌────────┐
│Analysts │    │IT Support│ │IT Support│ │IT Support│
└────────┘    │Technician│ │Technician│ │Technician│
              └────────┘ └────────┘ └────────┘
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4. SCOPE AND RANGE

Number of Staff managed by post holder: None

Budgets Managed by the post holder: None

Expenditure authorisation level: Not Applicable

The GJF Board has approximately 1,800 staff that utilise eHealth systems and Information services.

The eHealth Structure comprises the following areas:

Information Technology – responsible for the delivery and development of the underpinning technical infrastructure on which all GJF applications and information systems run.

Information Management – responsible for the collection and analysis of information, information governance and delivery of knowledge management services.

Programme/Project Management –responsible for implementation support for all clinical and non-clinical systems.

5. MAIN DUTIES/RESPONSIBILITIES

To respond to user Service Desk calls in support of the IT Service Desk Administrator under the direction of the Infrastructure and Operations Team Leaders

To correctly update and record when required, full details of user IT faults and IT/Information Services requests on the IM&T Helpdesk system, updating fully notes of any work done including correspondence or discussions with users.

To carry out routine IT support tasks for the Infrastructure or Operations Team Leaders covering such things as:
- problem resolution of desktop equipment
- problem resolution of telecomms equipment
- problem resolution end user software configurations
- backup and recovery of servers and desktops
- network printing

Ensure network and devices are protected through operation of

Provide technical support as necessary for implementation and rollout of IT and telecommunications projects e.g. Installation of new hardware or new application software.

Test hardware, operating systems and application software as required.

6. SYSTEMS AND EQUIPMENT

Please describe any machinery and/or equipment used in the job:	Give brief description of use of each item used:
Computer hardware and associated operating software as follows: -	Managing user access to computer resources Manage services remotely Record and monitor all faults logged and work done including information on IT asset register.
- Administration tools - Remote access tools - IM&T Helpdesk environment	Manage PCs remotely
- PCs and their software plus remote access software deployment and audit tools	Used extensively for communicating to users.
- Standard email client	
Equipment as follows: -	

| - General office equipment including PCs, printers etc.
- Trolleys and other lifting equipment | PC, including visual display unit, used more or less continuously throughout the day.
For moving hardware around building and stores | |

7. DECISIONS AND JUDGEMENTS

Post holder reports to Service Desk Manager who will carry out review of performance.

Post holder will work without direct supervision on allocated IT support tasks and be able to work comfortably as part of team or individually dependant on tasks.

Ensure a safe working environment and safe work systems

8. COMMUNICATIONS AND RELATIONSHIPS

Who post holder communicates with:	What communication is about:
- Users of computer based systems	Analysing initial faults or requirements, and resolving minor ones.
- Service Desk Manager	Work related, appraisal and personal issues.
- Other IT staff	To resolve technical or installation problems. To network and add to knowledge. To contribute to the development of IM&T systems

9. PHYSICAL DEMANDS OF THE JOB

Physical skills:	Good\Practical keyboard skills	Daily
	Installation of computer components and other IT hardware including PC, Server, Printer and peripheral disassembly and re-assembly	Frequent
Physical effort:	Lifting and moving of PC, printer, server and other computer hardware.	Frequent
	Installation of networking cables, sometimes in very cramped and difficult conditions (eg Node cabinets, computer rooms)	Frequent
	Combination of sitting, standing and walking/sitting in restricted position; frequent light / medium physical effort	Daily
	Utilising lifting and handling equipment (i.e. Trolley, lifts, elevators etc.)	Frequent
	Manoeuvrability within computer rooms, node cabinets, under desks etc.	Frequent

Mental demands:		
	Frequent high level of concentration, frequent interruptions.	Daily
	Prolonged concentration when analysing problems.	Occasional
	Demonstrate awareness of new PC, software and hardware technology	Frequent

Emotional demands:		
	Dealing with queries from angry and pressurised staff.	Frequent
	Stress associated with constant queue of work and too many demands on time.	Occasional
	Occasional exposure to distressing circumstances	Daily

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Developing an understanding of the different types of users and their different requirements and the priority that has to be allocated to their problems.

Prioritising own workload with the aim of effectively using the time available.

Ensuring that users of vital clinical systems (and key non-clinical systems) have access to the information they need at all times with minimum unplanned downtime whether caused by hardware failure, software problem or network failure.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Degree/HND in Computer Science or numerate discipline or up to one year's relevant experience.

A record of relevant technical training courses would be an advantage.

Level of experience/knowledge required:	Length of experience	How specialised experience needs to be:
- IT Support in a mixed environment (ie desktop, server, communications, software, databases) - IT Security and Data Protection - Email administration - Customer facing skills	Any advantageous	Desktop operating systems, MS Office, fault finding, networking Good awareness General Good communication skills

12. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature

Date:

Recruitment Person Specification

Post: IT Support Technician

	Essential	**Desirable**
Qualifications/Training	**1.** HND in Computer related Science or similar compensatory experience. Graduates will be considered for this role.	**6.** Additional Professional Training (Industry Standard).
Experience	**2.** Good Customer Service & Telephone Skills. Experience in 1st and 2nd line support.	**7.** NHS/Healthcare Environment Experience.
Skills/Knowledge	**3.** Time Management Effective Listening and Interpersonal Skills Effective verbal, non-verbal and written communication skills Excellent knowledge of Microsoft applications. Good problem Solving Skills / Troubleshooting.	**8.** Previous Experience of First Line Support / ITIL Standards. Working in a Stressful Environment.
Additional job requirements E.g. car driver, unsocial hours	**4.** n/a	**9.** n/a
Any other additional information	**5.** Ability to adapt and work on various projects at any given time	**10.**