



Royal Hospital for Neuro-disability Job Description

Job title:	IT Systems Support
Department:	Information Technology
Salary grade:	£25,000 - £30,000 p.a.
Responsible to:	Senior Systems Developer
Working Pattern:	Onsite Mon-Fri with occasional work from home option
Behavioural Framework:	Employee

Scope

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

Main Objectives of the role - this is a fixed term six-month contract

The IT Systems Support role is to ensure the smooth functioning and running of our internally developed systems. There will be a particular focus on the RHN Roster.

You do not necessarily possess prior IT experience but show a strong aptitude for learning and problem-solving. You will be responsible for providing assistance, troubleshooting issues, and offering basic user support to make sure our systems are used to best advantage everywhere they can be. You will actively engage direct with staff and RHN IT Developers to resolve support issues efficiently. You will work directly with staff to foster effective communication channels to address concerns and collaborate on system improvements.

Key Responsibilities

1. Become the expert user of the RHN Roster and build supporting relationships with the ward managers
2. Manage helpdesk tickets by prioritising, categorising, and tracking issues reported by staff in relation to internally developed systems.
3. Troubleshoot software-related issues reported through the helpdesk system, employing systematic problem-solving techniques to identify root causes and implement effective solutions.
4. Liaise with IT developers and staff to resolve helpdesk tickets in a timely manner, ensuring clear communication and collaboration throughout the resolution process.
5. Provide regular updates to staff regarding the status of their helpdesk tickets, maintaining transparency and managing expectations regarding resolution timelines.

6. Escalate complex or unresolved issues to senior IT staff or developers for further investigation and resolution.
7. Continuously improve helpdesk ticketing processes and procedures to enhance efficiency and customer satisfaction.
8. Collaborate with IT developers to identify recurring issues and opportunities for software enhancements or improvements based on helpdesk ticket trends and user feedback.
9. Document troubleshooting steps, resolutions, and other relevant information within the helpdesk ticketing system to facilitate knowledge sharing and future reference.
10. Ensure compliance with service level agreements (SLAs) by meeting established response and resolution times for helpdesk tickets.

Person specification: Essential and Desirable

1. Excellent communication skills, both verbal and written, with the ability to explain technical concepts to non-technical users.
2. Proactive problem-solving abilities with a keen attention to detail.
3. Ability to work effectively both independently and collaboratively within a team environment.
4. Flexibility to adapt to changing priorities and willingness to take on new challenges.
5. Customer service-oriented mind-set with a commitment to delivering high-quality support to internal users.
6. Experience with a roster system or similar IT system is desirable.

We welcome candidates with a strong willingness to learn and grow in the field.

Our values

Seeing the whole person
<p>Understanding who our patients and residents are and what their specific needs involve. Taking an interest in everyone at the RHN – staff, patients, residents and their families – seeing the whole person, with interests, hobbies and commitments. Providing high quality customer service, developing ongoing relationships and caring for patients as individuals.</p> <p>Treating people as individuals, meeting and exceeding their expectations and treating them with respect, dignity and consideration. It is about providing an exceptional patient/customer experience.</p>
Delivery on promises
<p>Doing what we say we will do. Working together to deliver the best possible service for patients, carers and key stakeholders. Taking personal responsibility, being pioneering and sharing knowledge, ensuring clarity, compassion and respect.</p>
Willingness to learn

Giving staff and volunteers the time, support and opportunities to develop both themselves and their roles. Developing new skills, knowledge and technologies, and taking the time to reflect on successes and setbacks.

Demonstrating a commitment to continuous professional and personal development and a flexible approach to working. Being aware of what is over the horizon, anticipating opportunities and having the vision to look forward. Accepting the need for change and developing a culture of continuous learning and improvement.

Honesty and integrity

Acting as a role model and setting an example that motivates and inspires others. Providing a clear direction that recognises and utilises the strengths of our people. Working with a positive attitude, being friendly, open and honest in interactions with others. When mistakes happen, talking honestly and openly about them, to make sure that they don't happen again.

The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the postholder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: