Job Description Template

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| Job title: | Senior IT System Analyst |
| Department: | IT |
| Location: | Remote |
| Reporting to:  (job title only) | NHS IT System Manager |
| Direct reports:  (job title only) | Junior IT Support Analyst |
| Accountable to:  (where applicable) |  |
| Responsible to:  (where applicable) |  |
| Job purpose: | As Senior NHS IT System Analyst:   * You will be a key team member of the VHG IT team, working primarily across mobilisation of new business or existing business growth. |
| Role and Responsibilities: | * Your primary focus will be on the continual maintenance, expansion, and mobilization of our NHS Clinical Systems. * You will lead on specific IT projects / support and will also be ready to be hands-on to offer configuration (1st/2nd line support) on key IT applications for the NHS IT team, with a primary focus on continual improvement and development. * Work on IT projects, leading on analysis, configuration, change, test and on application / hardware projects as needed, as apt leading on smaller manageable projects to deliver change. * Be a visible team lead, prioritizing by need and offer hands-on configuration support across a key IT application(s), including SystmOne, EMIS, PPS, e-RS, and other IT reporting tools. * Teamwork with IT Management to offer relevant support on other operation and projects. Review the application catalogue and offer support as needed in audit readiness. * Liaise with our IT support partners to assist / own with support tickets following defined support processes. * Teamwork with the IT Team leads junior colleagues and Head of IT to offer other day-to-day support to enable / underpin business operation as needed / escalated or delegated to. * Work closely with our data team to ensure that all builds / amendments can be effectively reported upon. * **Equality Diversity & Inclusion (EDI)** * We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders. * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| **Experience** | * Experience delivering IT support /operations or project change, in a hands-on role, capturing and delivering on business needs with internal and external suppliers. * Proven ability to offer functional advice on how to use key business applications. * Proven knowledge of problem-solving working in an operational support environment, triaging tickets and working to resolve problems to reduce further incidents. * The ability to own and be accountable to deliver IT service or projects change from requirements to operations. * An awareness of and commitment to supporting and facilitating diversity and inclusion. | * Previous experience within a Healthcare environment * Previous experience utilizing a clinical system, (ex., SystmOne or EMIS.) * Working experience in an ITIL problem, change and incident management function or environment. * Experience in an applied Application Support role as team lead or specialist |
| **Skills/knowledge** | * Ability to prioritise & organise own workload in a busy environment * Strong Office 365skills (or willingness to learn) | * It Support Desk * Office 365 Admin |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Good general interest in IT * Attention to detail * Good interpersonal skills & telephone manner |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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