

FAIRFIELD INDEPENDENT HOSPITAL

JOB DESCRIPTION

JOB TITLE:	IT Systems & Networking Technician
DEPARTMENT:	Information and Performance
GRADE: Salary	Band C From £17,973 (more maybe available depending on experience)
HOURS:	37.5 per week
CONTRACT:	Permanent
RESPONSIBLE TO:	Head of IT
ACCOUNTABLE TO:	Head of IT

Job Summary

To provide an efficient technical and systems support function to users of departmental systems. To be responsible for all aspect of system administration and IT support services with a strong emphasis on Microsoft Technologies including Windows Server and Active Directory Management. Ensuring that the IT services are efficient and responsive to the needs of the organisation.

Role & Responsibilities

1) General

- To provide 2nd Line support within an IT Infrastructure which utilises Microsoft Technologies and VMware.
- To maintain, troubleshoot, repair and manage desktop PC's, laptops, printers and any other supported peripherals such as scanners to an intermediate support level including networking.

- To participate in projects relating to the ongoing development and service improvement of the core technical support infrastructure.
- To administer server operating system and user administration functions using common directory service systems. The creation, modification and deletion of user and computer accounts, changing of passwords and other basic and intermediate level systems administrative duties.
- To troubleshoot basic and intermediate desktop network connectivity issues involving protocols such as TCP/IP as well as physical connectivity issues.
- To undertake the installation, maintenance and troubleshooting of client operating systems.
- Support and troubleshoot software applications used throughout the Hospital to a professional level.
- Support the effective management and monitoring of the physical and virtual server/desktop environment.
- To maintain and manage an effective, resilient and secure Windows 2012 Active Directory Domain infrastructure.
- To support users and services in an effective, resilient, and secure thick desktop client infrastructure
- To participate with Service Desks duties and record all incidents reported by users on the service desk software
- To support user mailboxes with a secure corporate messaging infrastructure (Exchange On-Premise/2016).
- To maintain secure user desktops running anti-virus and security products.
- Provide first time fixes and resolutions to ICT related incidents and requests where appropriate via telephone and face-to-face.
- To participate in the organisations disaster recovery plan.
- To participate where required in IT Projects
- Assist training other members of IT.
- When appropriate, participate in an out of hours on call rota for the provision of support to all Users.
- To undertake other assignments in accordance with the priorities agreed by the Head of IT and Performance.
- Provide excellent communication, reporting and documentation.

The above list is not exhaustive but reflects main duties of the post. It will be reviewed annually to respond to the changing needs of the service, in consultation with the post holder.

2) Additional responsibilities

Health & Safety

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others. Specific individual responsibilities for Health & Safety will be outlined under key responsibilities for the post.

Infection Control

All staff will adhere to infection control policies and procedures at all times.

Information Governance

As an employee you will have access to information that is sensitive to either an individual or to the organisation. You are reminded that in accordance with the requirements of Information Governance, NHS Code of Confidentiality, Data Protection Act 1998, GDPR 2018 and also the terms and conditions in your contract of employment, you have a duty to process this information judiciously and lawfully; failure to do so may result in disciplinary action.

Rehabilitation of Offenders Act 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within the Hospital but must be declared in writing at the appropriate stage during the recruitment process.

Equality & Diversity

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation.

All employees must act in ways that support equality and diversity and recognises the importance of people's rights in accordance with legislation, policies, procedures and good practice. All employees must read the Hospital's Equality, Diversity and Human Rights Policy.

Smoke-free Policy

This Hospital operates a Smoke-free policy. This means that smoking is not permitted anywhere within owned or leased premises, including within their grounds and within owned or leased vehicles.

The job description does not form part of the Contract of Employment.

Name of Postholder:
Signature of Postholder:
Date: