



University Hospitals Birmingham
NHS Foundation Trust

Join us at UHB



Building healthier lives

Welcome from our CEO

Professor David Rosser



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A stylized, handwritten signature in black ink, appearing to read 'David Rosser'.

Professor David Rosser,
Chief Executive Officer

JOB DESCRIPTION

Job Title	Application Support Officer
Pay Band	AFC Band 4
Department	Application Support – IT Services
Division	Corporate
Reports to	Andrea Owens
Professionally Responsible to	Bethany Hodgkinson

JOB SUMMARY

This role is a permanent role primarily based at the Yardley Court, Five Ways, Birmingham with some homeworking.

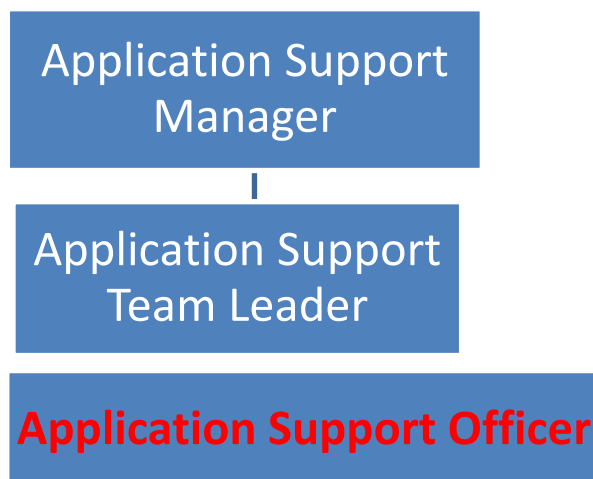
The IT Service Centre provides single point of contact and liaison for all internal and external IM&T Incidents, Requests and enquiries.

As a member of the team IT Service Centre team, reporting to the Application Support Team Leader, the post holder will provide a responsive, customer focussed service, providing extensive 1st and 2nd Level IT Support to Trust users and stakeholders as directed.

Primary focus of the role will be maintaining customer satisfaction and experience both personally and across the wider team via affective “first line Incident management and Request Fulfilment, within agreed service level agreements and targets. The post holder will provide second line support to all users of NCRS systems and all other nominated core patient or other non-clinical applications.

Working under own initiative post holder will provide initial assessment, support and triage of routine Telephony / Portal Raised incidents and requests, with a view to facilitating timely resolution and / or escalation assignment within agreed service levels and targets

TEAM/DEPARTMENT STRUCTURE CHART



KEY SKILLS

Experience surrounding NHS applications needed

KEY RESPONSIBILITIES

- Day to day management and monitoring of ITBM Service Centre stack / support queue within agreed Service Level Agreements, including Service Centre Self-Serve Portal logged incidents and requests, updating and / or closing tickets and providing confirmation to the Customer as required.
- Provide senior Service Desk support within the IT Service Centre Team to ensure delivery of an efficient and reliable IT Customer centric service to the Trust, utilising advanced customer service skills to maximise positive customer experience.
- Provide first & second line incident management and Request resolution, via both the helpdesk telephone service and the online Self Service Portal:-
 - Logging and classifying accurately all relevant information concerning incidents
 - Analysing information obtained from users on all IT problems and issues
 - Resolving telephone incidents at first contact if possible
 - Escalating unresolved incidents to second or third line support with full information
 - Monitoring, chasing and escalating outstanding third party incidents
 - Checking and triage of web portal incidents and requests logged.
- As a senior member of the IT Service Centre team take part in and oversee team / rota fielding telephone calls via the help line, ensuring that all calls are detailed and recorded assessed prioritised and categorised correctly within ITBM system as appropriate.
- Assessment and prioritisation of all Incidents and Requests, with a view to service restoration or fulfilment as quickly as possible and / or functional escalation as appropriate within agreed process and procedure.
- Accurately Logging customer IT enquiries and keeping them informed on Ticket status and progress throughout lifecycle, including chase updates, reassignments, Resolution & Closure verification.
- Provide second line support to all users of NCRS systems and all other nominated core patient or other non-clinical applications.
- Responsible for identifying and escalating issues that cannot be resolved internally, to the NHS National Service Desk and Local Service Providers, ensuring the correct communications routes and processes are adhered to.
- Responsible for monitoring, chasing and escalating outstanding third party incident and problem records assisting with preparing all relevant triage forms
- Required to administer system configuration changes, including requests to amend/cancel outpatient clinics and associated appointments as requested by group/divisional management.
- Analyse, identify and correct all incorrect data, such as missing postcodes, missing GP's and misdirected mail returned to the Trusts on a weekly basis. Delegating



correction to junior members of the team as required.

- Post holder required to plan using own initiative all activities and tasks around incoming workload of incidents and be able to prioritise dependent upon the urgency or sensitivity of requests.
- Required to produce reports as required by senior ICT management team or other senior EPR managers.
- Undertake full system testing of new and existing functionality of the core NCRS systems.
- Responsible for maintaining and updating of all relevant reference files, reports and documentation, ensuring all files are version controlled and they are readily available for Systems Support teams and other ICT departments.
- Post holder will assist and cooperate with Trust auditors, internal quality and security teams and to in review and act upon recommendations made by such bodies under the direction of their line manager.
- Post holder will actively take participate in delivering the Service Centre Team objectives in overall continuous improvement of both the Service Centre Function; also contributing to the wider IT Services department as appropriate.
- Responsible for safe use of equipment used within the IT Service Services team, including all related H&S aspects ; maintaining the area as a professional and organised environment.
- Work closely with the EPR/PICS Support teams to implement and test new system updates and associated process changes.
- The post holder will attend operational and project meetings as required, particularly linked to Go Live projects and if their IT/Systems expertise required.

Training

- Take a lead in the training and development of new members to the team e.g. Apprentices.
- Support computer users remotely within call time allowed re standard IT training issues.
- Instruct computer users in the safe use of their computer equipment as necessary.
- Provide training on IT Service Management software to new employees or IT support staff in other groups using existing processes.

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

BUDGETARY AND RESOURCE MANAGEMENT

MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

RESEARCH AND DEVELOPMENT
EFFORT
<p>Required to spend long periods sitting at a PC is a key aspect of the job.</p> <p>Required to concentrate for long periods on Service Desk calls that can be complex, requiring significant patience. There will also be some interruptions from junior members of the team to Tech Support departments</p> <p>Nature of the role requires frequent staff / customer liaison, which at times in the course of ensuring compliance to agreed procedures, may be of a challenging and / or emotional nature.</p>
TRUST VISION & VALUES
<p><i>DO NOT AMEND THIS SECTION</i></p> <p>The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:</p> <p>Kind: The kindness that people show to each other every day Connected: The connections we build with everyone around us Bold: The ability to be bold in how we think, speak and act</p>
ADDITIONAL INFORMATION
<p>This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.</p> <p>The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.</p> <p>All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.</p>

Last Updated:

PERSON SPECIFICATION

JOB TITLE: Application Support Officer	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • CompTIA A+ and N+ certification or an IT related relevant Diploma or equivalent industry qualification or experience. (E) 	<ul style="list-style-type: none"> • A Level / IT related NVQ Level 3 or similar accredited vocational work-related IT qualification (D) • Advanced ECDL or equivalent knowledge. (D) • ITIL Foundation Certificate or equivalent (D)
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Relevant experience gained working within an IT Service Desk /Centre Team or equivalent First Level/Application/Customer support function (E) • Experience providing application support within an ICT environment (E) • Extensive experience of working within defined Service Level Agreements & Service Level Targets (E) • High level of understanding of ITIL processes and Service Management best practice framework (E) • Enhanced understanding of ICT issues and its application within the NHS and / or similar user base environment (E) • Full use of Microsoft packages including Outlook, Word, and Excel. (E) • Data Protection /Information Governance. (E) • Understanding of Electronic Patient Record (EPR). (E) • 	



SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Enhanced level of Communication/people skills with the ability to utilise empathy and listening skills (E) Ability to communicate effectively to both technical and non-technical audiences (E) Attention to detail, with ability to absorb and translate technical and non-technical information (E) Ability to accurately record and document information & facts (E) Able to accurately follow documented process and procedures quantify and balance competing tasks and requirements. (E) Ability to work as part of a team or on own initiative (E) 	
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> A positive outlook with ability to use initiative and contribute as part of a team (E) Customer focussed with excellent interpersonal skills both verbal and written (E) Ability to remain calm under pressure (E) Flexibility with ability to respond positively to changing circumstances and conditions. (E) Self-motivation with commitment drive & enthusiasm (E) Flexibility to work Shifts as per 	



<p>Support Cover Rota (E)</p> <ul style="list-style-type: none">•	
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