

**Job Description**

**Job title:** Digital ServicesProjects and Support Engineer

**Reports to:** Digital Services Senior Support Engineer

**Role summary**

The role involves the provision of general support to both Staff and Service Users using Cygnet Healthcare’s Digital Services. Support can be provided remotely or through site visits as appropriate. It also includes carrying out Digital Services project work as required by the department.

Based at Woking Hospital the role will be primarily to support the users and Digital Services Projects Team at Cygnet sites in your assigned Region (South West) but will extend to other Cygnet sites as dictated by service requirements.

The role requires excellent customer service in order to provide a high standard of support for the user base.

**Main Duties & Responsibilities**

* To work as part of the Digital Services support team providing hands on support for users at site level. The role is to act as general support for all Digital Services. The project and support work will include working in ward areas to offer Digital Services support to Cygnet’s clinical staff and service users where needed.
* To self prioritise and time manage assigned service desk tickets in the SysAid system.
* To provide hands on and remote support to the user base on all Cygnet core Digital Services systems and back office applications including Windows Operating Systems and Microsoft Office Applications.
* Install new hardware and software for Cygnet users as required by the Digital Services Projects team and wider department.
* Ensure all desktop PC’s and laptops are kept up to date with the relevant operating system and software updates.
* Configure email accounts on desktop PCs and laptops within user profiles.
* Undertake basic administration of Mitel Cloud and local PBX phone systems. (Training will be provided as needed).
* Support CCTV systems for basic problem resolution. Escalate complex support issues to the third party support companies as required.
* Support door security systems for basic problem resolution. Escalate complex support issues to the third party support company.
* Support photocopiers and printers and liaise with the 3rd party support companies to manage fault resolution where required.
* Specify and Source hardware and stock as directed by the Digital Services Asset Team.
* Be able to provide meaningful instruction to users at their technical level of understanding for all aspects of Digital Services and be able to advise users on best practice (E.g. File management and Storage).
* Update & maintain asset registers of Digital Services hardware.
* Carry out network audits such as asset location and security checks.
* Attend all required Digital Services Support and Engineering meetings.
* Attend all required Digital Services Project meetings.
* Adhere to all Cygnet Hospitals company policies, protocols and procedures.
* Any other tasks relevant to the role of Digital Services Support as specified by Head of Digital Services Projects and Technical Services or the Senior Management Team.

The above duties are neither exclusive nor exhaustive and the post holder may be required to undertake duties as directed by line managers that are within the competence of the post holder and compatible with the expectations of the post.

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| **Evidence of success** |
| * Excellent time keeping and punctuality. * Evidence of excellent customer service. * Support requests are logged and closed with appropriate details recorded. * Support requests are met within designated SLAs. * Service Desk procedures are followed. * Positive feedback from network users. |

I confirm receipt and acceptance of this job description

Signed………………………………………. Name: ……………………………………….

Date: ……………………………………….



**Person Specification**

**Job title:** Digital Services Projects and Support Engineer

**Essential**

Qualifications

* Minimum 3 years work experience in supporting users within a large corporate IT environment.

Knowledge and Abilities

* Excellent working knowledge of Windows 10 Operating System.
* Basic understanding of WAN and LAN technologies.
* Installation and configuration of Microsoft Windows operating systems using a pre-configured imaging system.
* Installation of Microsoft Office applications.
* Configuration of Microsoft Outlook.
* Installation of both local and network printers.
* Ability to diagnose technical and configuration issues in the Windows environment for use in troubleshooting and resolving faults.
* Good broad working knowledge of computer and network connectivity technologies at the hardware level, including Network Interface Cards, Switches and Routers.
* Ability to modify and route patch cables in a comms cabinet.
* Experience of configuring and supporting mobile phones.
* Good understanding of installation and use of the main productivity applications:
  + Adobe Acrobat Reader
  + Adobe Pro
  + Microsoft Office including:
  + Microsoft Word 2013
  + Excel 2013
  + Outlook 2013
  + Power Point 2013

General

* Understanding of software licensing laws and the importance of compliance.
* Willingness to participate in technical and none technical training where required.
* Adhere to and co-operate with all Cygnet Healthcare’s Digital Services policies and procedures.
* Positive and professional manner.
* Excellent written & verbal communication skills.
* Ability to plan, organise and prioritise a broad range of complex activities to meet tight SLA deadlines.
* Reliable and punctual.
* Adaptable to new situations.
* Ability to learn and acquire new skills quickly.
* Knowledge and understanding of the Data Protection Act and an understanding of the importance of confidentiality in a healthcare setting.

**Desirable**

Qualifications

* Level 2 IT Qualification
* A-Level Computing
* CompTIA A+
* CompTIA N+
* Microsoft Certification
* ITIL Foundation

Knowledge and Abilities

* Understanding of IP Classes, IP addressing and subnets.
* Understanding of network infrastructure and topology.
* Experience of administrating PBX phone systems.
* Experience supporting Android and IOS mobile phones in a business environment.
* Mental Health awareness
* Deaf Awareness