

JOB DESCRIPTION

Title of Post:	IT Assistant - Software Development and Implementation Fixed Term Contract – 12 months (may be extended) 37.5 hours per week
Responsible to:	IT Project Manager
Accountable to:	Chief Executive / Matron
Function of job:	To provide administrative and technical support to the IT team during the planning, development, testing, implementation and rollout of the Clinic's new hospital software system. The post holder will assist with system configuration, user support, data preparation, training activities and the resolution of technical issues to ensure successful implementation across the organisation.

Main Duties

1. Deploy new Clinic wide Electronic Patient Care record software system.
2. Support system configuration, testing and validation activities, documenting results and reporting issues.
3. Data migration and population. Help prepare, cleanse and migrate data where required.
4. Interrogate statistical data held on clinical databases using report writing tools.
5. Assist with user acceptance testing (UAT) and record defects and enhancement requests.
6. Assist with installing, configuring and maintaining hardware and software required for the new system.
7. Assist with producing user guides, quick reference materials and other supporting documentation.
8. Support the delivery of staff training sessions.
9. Liaise with software suppliers and internal stakeholders to resolve technical issues.
10. Monitor the progress of implementation tasks and maintain accurate project records.
11. Escalate complex technical issues to senior IT staff as appropriate.
12. Maintain confidentiality and ensure compliance with Data Protection, information governance and cyber security requirements.
13. Provide first-line technical support to staff during implementation and post-go-live. Desktop and Peripheral support.
14. Carry out any other work at the request of the I.T Project manager or Company Secretary.

General Duties:

1. Read, understand and adhere to all Ulster Independent Clinic policies and procedures.
2. Comply with the Ulster Independent Equal Opportunities Policy at all times.
3. Co-operate with and communicate effectively with all users of service, being courteous and respectful at all times.
4. Actively participate and contribute to the continuous improvement of the service.
5. Attend all mandatory in-service training and lectures.
6. Comply with the Ulster Independent Equal Opportunities Policy at all times.
7. Carry out all duties & responsibilities in accordance with Health & Safety policies and statutory regulations.
8. Participate in annual performance review and maintain own personal development file.
9. Is responsible for own professional development and maintenance of knowledge and skills according to professional guidelines.
10. Adhere to and abide by professional code at all times (as applicable).

The above is not an exhaustive list of duties and should be regarded as providing guidelines in which the individual works. This job description is subject to review in light of changing circumstances and operational requirements.

Personnel Specification

Notes to applicants:

You must clearly demonstrate on your application form how you meet the required criteria, as failure to do so may result in you not being shortlisted.

Shortlisting will be carried out on the basis of the essential criteria set out below, using the information provided by you on your application form. Please note UIC reserves the right to use any desirable criteria outlined at shortlisting.

CATEGORY	ESSENTIAL	DESIRABLE
Experience	3 years experience in a customer facing IT role providing software support and hardware support. Experience of: • Software Testing and Development • Software Deployment • Data Migration, Collation and Input • MS Windows and MS Desktop applications • End User training & Support • Database administration	Experience in an IT role providing support in a range of medical applications and technologies.
Education/Qualifications / Training	GCSE English Language and Mathematics (or equivalent) Higher Level National Certificate or Diploma in I.T (or equivalent level)	
Other	The post holder will be required to be flexible in their working pattern to meet service needs. Satisfactory completion of the following checks: • References • Evidence of right to live and work in UK (refer to Right to Work Checklist)** • Health screening • Qualification checks• Satisfactory *ACCESSNI clearance.	

Competencies:

- Ability to work in a team or on own
- Effective Communication and Interpersonal Skills
- Planning and Organising
- Problem Solving
- Customer Focus

Information for Applicants

Please refer to our website for the following policies in relation to your application:

<https://www.ulsterindependentclinic.com/careers>

- Policy on the Recruitment of Ex-Offenders
- Criminal Records Information Policy
- Fair Processing Notice for Candidates and Applicants
- Policy on handling & storage of information

*Applicants can obtain information about AccessNI at the following website address:

<https://www.nidirect.gov.uk/campaigns/accessni-criminal-record-checks>

*AccessNI Code of Practice at the following website address:

<https://www.nidirect.gov.uk/publications/accessni-code-practice>

*AccessNI Privacy Notice at the following website address:

<https://www.justice-ni.gov.uk/publications/ani-privacy>

****You must have the legal right to work in the UK and in line with its legal obligations Ulster Independent Clinic will carry out Right to Work documentation checks prior to appointment. This will include checking documentation for those with Settled or Pre Settled status under the EU Settlement Scheme. Please note that whilst we welcome all applications regardless of national origin we do not hold a UK Home Office Sponsor Licence and we are therefore unable to sponsor applicants under the new UK Home Office points based immigration process.**