



NIGHTINGALE HOSPITAL
LONDON

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NIGHTINGALE

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difference

IT Support Officer: Job description

Job Title: IT Support Officer

Location: Nightingale Hospital, 11-19 Lisson Grove, Marylebone, London NW1 6SH

Department: IT Department

Salary: Competitive depending on experience, including an additional on-call allowance

Working hours: 37.5 hours

Closing date: Friday 22nd December

Please note that interviews may take place prior to the advert closing as and when suitable applications are received. If a suitable candidate is appointed the role may close early, therefore please do not hesitate to submit your application.

About us

Nightingale Hospital is the only private mental health hospital in Central London, with over 30 years' experience in delivering specialised, evidence-based treatments in outpatient, day patient and inpatient settings. Our dedicated team of specialists are committed to the diagnosis and treatment of all types of mental health conditions, including eating disorders and addictions. Conveniently located, we are a two-minute walk from Marylebone main line and Underground stations, and within a ten-minute walk of Baker Street and Edgware Road Underground stations.

We are owned by international medical group, Orpea delivering the full spectrum of psychiatric care, high quality care home and rehabilitation services across the globe.

About the role: IT Support Officer

- To join the IT Support Team to provide IT and telephony administrative support throughout the hospital estate and in any outlying company offices
- To undertake statutory IT tasks and be involved in IT Projects as required
- Act as 1st and 2nd level IT support for the company ServiceDesk system to resolve issues and escalate to third level where required. Allocating request tickets to other support teams where applicable
- To have an active involvement in the complete IT lifecycle of the hospital equipment when deploying new endpoint devices and software
- To undertake systems administration tasks of both inhouse and Cloud hosted system
- To assist remote users using the supplied support tools where available
- This is a physically active role, not suitable for persons with mobility difficulties

Position in organisation

- Reports to the Head of IT
- Liaises with staff and company partners at all levels in all departments

Key tasks/Scope of the role

1. Main Duties
2. Communication
3. Quality
4. Training & Development
5. Health & Safety
6. Other

Duties and responsibilities

1. Main Duties

- 1.1 Full scope of Desktop Support Analyst functions
- 1.2 Windows Server Systems Administration
- 1.3 Microsoft/Office 365 Tenant Administration
- 1.4 ServiceDesk ticket resolution, 1st and 2nd level support
- 1.5 Building, configuring, and deploying desktop computers, laptops, tablets, and mobile phones
- 1.6 First line of support for the company IP Phone system. Liaising with and escalating issues to the telephone engineers where required
- 1.7 First line of support for the company printers. Liaising with and escalating issues to the printer engineers where required
- 1.8 Some involvement with supporting the company networking and wi-fi infrastructure
- 1.9 There is the requirement to be part of the team's on-call roster for supporting the company with "lights out" company-wide IT emergencies
- 1.10 Deploying or recovering equipment around the various location of the hospital estate

2. Communication

- 2.1 Maintain a good level of verbal and written communication within the scope of the role and task being undertaken
- 2.2 Polite and professional manner when dealing with staff and external contractors
- 2.3 Effective liaison with external service suppliers when escalating ServiceDesk issues to them
- 2.4 Ensure all relevant and appropriate audit trail information is present within ServiceDesk requests. Seeking escalated authority for requests where necessary

3. Quality

- 3.1 Knowledge and understanding of the Nightingale Hospital values and HR policies
- 3.2 All tasks are undertaken where appropriate in a prioritised, timely and professional manner, in accordance with the hospital's IT team's aims, goals and directives
- 3.3 Strict confidentiality in all data undertakings is essential in relation to the position and must be always adhered to

4. Training and Development

- 4.1 Responsibility for ensuring completion of mandatory training, including e-learning and breakaway training offered by Nightingale Hospital
- 4.2 Regular performance reviews and annual appraisal with the Head of IT
- 4.3 Identification of any skill deficits which will require some training and support
- 4.4 Participate in receiving individual guidance and supervision
- 4.5 Commitment to personal development and role-based skills and knowledge evolution

5. Health and Safety

- 5.1 Report any health and safety issues to the relevant Services Manager that impact on the immediate work environment or patient areas at Nightingale Hospital
- 5.2 Be aware of any health and safety policies and procedures relating to the job and use of equipment
- 5.3 Be aware of the fire procedure relating to the area and carry the fire alarm key

6. Other

- 6.1 To recognise the importance of customer care and present a positive, courteous and helpful attitude when dealing with users of the Hospital's services
- 6.3 To always present a professional and efficient image
- 6.4 To be responsible for reading, understanding and complying with all relevant policies and procedures
- 6.5 To undertake additional duties, as and when required, as directed by your line manager

Who we're looking for

	Essential	Desirable
Education/Qualifications	<ul style="list-style-type: none"> Degree in one of the computer sciences, or relevant experience 	<ul style="list-style-type: none"> IT Industry Certifications
Work experience	<ul style="list-style-type: none"> Evidence of 2 years or more years' experience within a company IT desktop support environment at 1st and 2nd level Practical software and hardware support Service Desk / Helpdesk experience for 6 month or more 	<ul style="list-style-type: none"> Experienced Systems Administrator Taken part in company large scale equipment or software migration Previously worked in IT support function in a healthcare environment
Skills, knowledge and aptitude	<ul style="list-style-type: none"> Windows 10 and Windows 11 Professional MS Office support Experience of Windows server administration. Including administration of Active Directory and File server access controls A demonstrable knowledge of Local Area Networking and networking equipment Experience in supporting Android and iOS devices Experience of administering Office 365 Exchange Experience of troubleshooting structured network cabling Can work on their own initiative and unsupervised, as well as part of a team Ability to prioritise work Good at multi-tasking Ensuring accuracy when updating IT inventory records 	<ul style="list-style-type: none"> Having attended Microsoft authorised training courses Exposure to administering network devices Exposure to creating or administering Group Policy Objects and using PowerShell Experience of setting up or supporting business wi-fi systems Experience of IT administration using remote access support tools Experience of working with SharePoint Experience of Administering IP phone systems Any scripting or programming experience
Impact on others	<ul style="list-style-type: none"> Self-Confident Polite and able to manage the expectations of others Exercise tact when dealing with sensitive information encountered during their duties Use various means of communications at our disposal, to effectively communicate with staff 	Second languages
Requirements	<ul style="list-style-type: none"> Good time keeping skills Ability to work under pressure Ability to work flexibly, to meet the demands of the department and the business Must be able to take part in an on-call roster ("lights out" emergencies only). Week on, week off basis A physically active role, not suitable for persons with mobility difficulties Willing to occasionally undertake pre-planned weekend or evening overtime. Paid or time off in lieu 	

Nightingale Hospital reserves the right to vary these duties from time to time or require the job holder to undertake additional duties within their general scope of qualifications, skills and experience.

Company benefits

To reward the hard work of our fantastic colleagues, we offer an excellent benefits package as per the below:

- 25 days' holiday increasing up to 30 days for long service plus bank holidays
- Generous Company pension scheme with The People's Pension
- Generous Company sick pay
- Perkbox benefit package
- Annual staff bonus (discretionary)
- Paid for DBS
- Death in service cover
- Travel loan scheme
- Subsidised staff meals
- Employee Assistance Programme
- Flexible working

Requirements for all staff

Health and safety: It is the responsibility of all employees to work together to achieve a safe environment, and to take reasonable care of themselves and others. Of particular importance is reporting all potential risks, incidents and complaints. Specific individual responsibilities for health and safety will be outlined under key responsibilities for the post.

Equality and diversity: It is the responsibility of all employees to support the vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment. All employees have the right to be treated with dignity and respect at work, and the Hospital will do all it can to ensure this happens through the implementation of and compliance with Equality & Diversity Policies.

Confidentiality: In the course of your employment employees will have access to confidential information of a personal and/or clinical nature, including information relating to the hospital patients, employees and other parties. Such information must not be used for the employees' personal benefit, nor disclosed to other persons without consent of the party concerned unless required by law to do so. This applies both during and after the termination of employment. Any breach of confidentiality during employment may be regarded as serious misconduct and could lead to summary dismissal.

Performance appraisal and development: The hospital is committed to providing a high-quality service through the effective management and development of its employees. All employees should be dedicated to providing a quality service and Performance Appraisal is of assistance to both employees and managers in allowing comparison between the standards achieved with the standards expected. Appropriate measures can be agreed, and any deficiencies rectified through identification and delivery of personal development needs. In addition to the continuous cycle of performance management, of a formal and informal nature, all employees will receive a formal appraisal of their work, development needs and a review of their thoughts and aspirations on an annual basis.

Statutory and mandatory training: It is the responsibility of the individual employee to ensure that all required statutory and mandatory training is undertaken as necessary.

Safeguarding children and vulnerable adults: This is a regulated position, and the post holder will be subject to an enhanced Disclosure & Barring Service check upon appointment, and every 5 years thereafter.

We are committed to safeguarding children, young people and vulnerable adults within our care. Employees are accountable to ensure that they know how to respond when they are concerned for the safety of a child, young person or vulnerable adult. We will support employees in this process by

providing training, support and advice. The hospital has a safeguarding lead who can be contacted for guidance and can provide safeguarding supervision. The hospital works in partnership with key agencies to protect children, young people and vulnerable adults. For children, employees should be aware of their responsibilities detailed in the '4 Local Safeguarding Children Boards Child Protection Procedures' and for vulnerable adults in the Safeguarding Adults Policy.

Infection Prevention Control: The hospital has designated the prevention and control of infection and the full implantation of the Code of Practice (2008) as a core component in the organisation's clinical governance, managing risk and patient safety programmes. All employees are expected to follow consistently high standards in the prevention and control of infection, especially with reference to hand hygiene, adherence to dress/uniform code and for clinical staff all procedures involving aseptic technique, be aware of and follow Infection Control guidelines and procedures relevant to their work, participate in mandatory training and annual updates. Protecting patients from infection is everyone's responsibility.

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 but must be declared in writing at the appropriate stage during the recruitment process.

Data protection: As an employer, the hospital needs to keep information about all employees for purposes connected with their employment. The type of information held includes information for payroll purposes, references, contact names and addresses and records relating to employment. These uses are covered by our notification with the Information Commissioners Office under the Data Protection Act 1998.

The information which is held will be for management and administrative use only, but the hospital may need to disclose some information we hold about employees to relevant third parties (e.g. Inland Revenue).

Records management and quality: Employees are legally responsible for all records that they gather, create or use as part of their work and they remain the property of the hospital. This includes patient, financial, personal and administrative records, whether paper based or on computers. All such records are considered public records and employees have a legal duty of confidence to all service users. Employees should consult the Records Management Policy and ask for guidance from their manager if they have any doubt about the correct management of records with which they work. All employees have a responsibility to ensure information quality standards are maintained.

Information security: Under the provisions of the Data Protection Act, it is the responsibility of each member of staff to ensure that all personal data relating to patients and members of staff, whether held in manual or electronic format, is kept secure at all times. Computer passwords must not be shared either between systems or users. E-mail messages, any files stored on the networks or on equipment and usage of the Internet, and computer systems, irrespective of whether these related to personal use. Access and usage of computers must be in accordance with hospital policies. Safe haven procedures are to be used for all electronic transfers of personal data. This is to protect patients and staff, and the hospital's reputation and to ensure that it complies with the law and other relevant guidelines.

Smoke-free policy: The hospital operates a Smoke-free policy, except in designated areas. This means that smoking is not permitted anywhere within owned or leased premises, including within grounds unless designated as a smoking area. In the interests of promoting responsible healthcare, all staff are to refrain from smoking when off-site in uniform or wearing an identifying badge in any public place. The policy also applies to all staff employed at any location they may work, whether within or external to the premises. The policy contains further details including support facilities.

COVID-19 update: At Nightingale Hospital we are committed to ensuring the safety of our staff and have taken various measures to allow everyone to continue to operate both effectively and efficiently, whilst remaining safe. All procedures have been evaluated and retrospectively restrictions have been implemented in line with the Hospitals Infection Control Protocol and general government guidelines regarding virus transfer and social distancing during the pandemic. All work areas have been risk assessed and have been shared with respective departments. This has led to the implementation where necessary of Perspex screens between desks and the use of masks/visors in majority of places around the hospital.

Nightingale Hospital is an Equal Opportunities Employer and ensures equality of opportunity in recruitment, promotion, pay, benefits and training by adopting and following practices that are free from unfair or unlawful discrimination.

All appointments are subject to receipt of a satisfactory Disclosure & Barring Service (DBS) Certificate and pre-employment checks.

I confirm that I agree to the details of this job description as outlined above:

Full name:

Date:

Signed: