

JOB DESCRIPTION

Job Title: Mobile Network Engineer/Clinical Systems Support Specialist

Main Place of Work: Home/office working and on our mobile scanner units across the country.

Responsible to: IT Manager

Accountable to: Chief Executive

Primary Job Purpose:

- To provide first line technical support for the day-to-day system management and administration of critical mobile scanner IT hardware, systems and networking to ensure the continuation of the scanning services.
- To install and configure hardware and software on our mobile scanning & support units to allow the services to run effectively.

Key areas of responsibility will include:

Operational Duties

- To act as first point of contact for IT queries or issues for staff working on mobile scanners and support units.
- To support the set-up of new mobile sites across the country. Visiting sites to help with connecting to the local clinical systems. To ensure that the 4G services are up and running.
- To provide troubleshooting and diagnosis of mobile scanning information system issues remotely and in-situ, working with PACS & Clinical Systems Manager and the IT department.
- To log, manage and resolve mobile scanner support calls in a timely manner, ensuring end users are kept informed of progress and service is delivered to quality standards
- To escalate unresolved issues internally or externally to 3rd parties as appropriate, working with them to find a resolution.
- To keep guides and documentation up to date following changes to systems on mobile scanners. Including producing how to guides for staff to test and fix simpler issues.
- To install, upgrade, configure or repair hardware and software remotely and on-site to keep systems running, up to date and compliant.
- To understand and ensure proper adherence to the principles of Data Protection and Security, as appropriate to the handling, storage and necessary sharing of patient data.
- To order new or replacement hardware for mobile scanners where necessary.
- To work with local trust IT teams to ensure the safe transfer of data, to help all images are safely delivered to the trusts. To work with the teams to ensure that links are resilient.
- To be able to provide technical support for the clinical systems at Cobalt Imaging Centre.

Management of Resources

- To maintain a stock of key equipment and tools to help ensure the rapid resolution of issues. To ensure replacement items are ready to deploy.
- To support the proactive management of the IT resources on the mobile scanners, working with the IT to create a rolling upgrade plan to reduce the risk of breakdown/failure.

Line management

- There is no line management responsibility associated with this role

Teamwork

This will involve:

- Working collaboratively with other departments within Cobalt, in particular those involved in the mobile operations. Working closely with the mobile lead radiographers.
- Establishing good working relations with local trusts to help with the establishment of services and resolution of issues.
- Maintaining strong communications with the IT team in order to provide mutual support.
- Actively participating in team meetings.
- Champion the professional integrity of the organisation
- Adhere to corporate policy and procedure

Personal Development

All Cobalt staff are required to participate in the organisation's annual appraisal scheme. The end of year appraisal will include a personal development review where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed.

Health & Safety

In addition to any responsibilities specified within your job description above, it is your duty to:

- Take reasonable care of the health and safety of yourself and of the other people who may be affected by actions and omissions at work
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

The Environment and EMS

Cobalt is committed to protecting the local and global environment and supporting the development of the concept of sustainable healthcare. To help achieve these aims Cobalt has developed an Environmental Management System (EMS) to proactively manage the charity's impact on the environment, and you have a crucial role to play within in this. In addition to attending training and any responsibilities specified within your job description above, you are required to familiarise yourself with Cobalt's EMS and policies, to understand and contribute to the achievement of Cobalt's environmental objectives and targets, and to provide feedback through line management or CSR Champions.

Infection Control

Make themselves aware of their responsibilities for infection prevention and control. Co-operate with the employer in ensuring that all infection prevention and control policies and procedures are complied with. Conduct hand hygiene in accordance with Cobalt policy, challenging those around you who do not.

DBS Disclosure

All appointments are subject to a satisfactory check by the Disclosure and Baring Service. Failure to disclose any previous convictions or cautions may result in the withdrawal of the post or termination of contract

Confidentiality

Under no circumstances either during or after the end of your employment (however it is terminated) may you divulge to any unauthorised person confidential information relating to the Charity. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Data Protection

If required to do so, to obtain, process and/or use information held on computer or other IT system in a fair and lawful way. To hold data only for specific registered purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

Information Governance

You should be aware of all information governance policies and procedures, in order to ensure necessary safeguards are upheld for the appropriate use of patient and personal information.

This is an outline of the post-holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Charity.

This post is subject to the terms and conditions of employment of Cobalt Health.



Person Specifications

Qualifications and Training	Essential	Desirable
UK Driver's Licence	✓	
A Level Standard or equivalent experience	✓	
HNC, Degree or equivalent		✓
ITIL Foundation Certificate or equivalent		✓

Knowledge and experience	Essential	Desirable
Computer literate with a good understanding of general IT hardware and software	✓	
Experience working in an IT-based role	✓	
Experience of working in a healthcare environment with IT and/or clinical systems		✓
Sound awareness of data protection, information governance and privacy rules		✓
Experience of training users in IT skills		✓

Skills and abilities	Essential	Desirable
Strong IT skills	✓	
Ability to explain technical issues to non-technical teams & individuals	✓	
Good interpersonal skills with an ability to build effective working relationships	✓	
Effective at troubleshooting and trouble-shooting	✓	
Ability to prioritise and manage own workload, co-ordinating a variety of tasks at any one time	✓	
Good written and communication skills	✓	
Effective team player with good organisational and time management skills, able to work to tight deadlines	✓	
Proactive, flexible and able to show initiative	✓	
Willingness to learn and develop	✓	

Personal attributes	Essential	Desirable
Enjoys problem-solving	✓	



Cobalt

Medical Charity
Diagnosis Research Education

Friendly and approachable	✓	
Attention to detail	✓	
Self-motivated	✓	
Able to travel and stay overnight	✓	