

POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

JOB DETAILS

Job Title:	IT Solutions Architect
Pay Band:	7
Hours of Work and Nature of Contract:	37.5 hours per week / Permanent
Service Group:	ICT
Department:	ICT
Base:	Bronllys

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Professional Lead- ICT
Professionally Accountable to:	Professional Lead- ICT

VALUES & BEHAVIOURS



Our Values and Behaviours are demonstrated through a 'Health care Strategy Centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.

JOB SUMMARY / PURPOSE:

The role of IT Solutions Architect is a key role in ensuring that the organisation has a safe, fit and robust infrastructure by providing expert, specialist technical advice, support and guidance across all ICT services.

The post is key to the modernisation and ongoing innovation of ICT services that enable departments to transform digitally in a safe and secure environment.

A fundamental role of this post is to translate highly complex technical ICT documents into policies/procedures and reports so that all can understand and ensure necessary compliance across the organisation.

The post is responsible for managing ICT Capital budgets within the region of a million pounds each year, and as part of this, managing staff and contractors to ensure that the funding is utilised effectively to ensure the organisation has a fit, safe and robust infrastructure.

The post is responsible for the management of the security of ICT systems and services across the whole organisation through undertaking ICT security audits and reviews, developing ICT security standards, policies and procedures and investigating security incidents.

DUTIES & RESPONSIBILITIES

- The post holder will have highly developed and specialist knowledge in the field of IT Solutions. They will manage and oversee all aspects of solutions management from overhauling procedures and operations to the development and implementation of specific systems/products. Specialist knowledge includes solution design, specification design and solutions recommendations such as those required for disaster recovery and failover infrastructure, protecting the health boards information (including person identifiable and confidential data).
- The post holder will have in-depth knowledge and experience of compiling all business/project related documents such as business cases, project initiation documents, proof of concept trials and system reviews and analysis which will shape the architecture of the organisation and prompting modernisation, innovation and transformation of the organisation.
- They will have in-depth knowledge and experience of producing technical documentation including system guides, operating procedures and manuals.
- They will have extensive experience and knowledge of effectively managing large amounts of Capital funding, up to the value of a million pounds, ensuring appropriate allocation and benefits realisation.
- The post holder will provide technical training to ICT members of staff and others on a regular basis.

- They will produce technical documentation including system guides, operating procedures and manuals for staff to use to effectively carry out their duties.
- The post holder will be required to analyse and make judgements based on highly complex information and situations. These judgements will impact on the organisations security, safety and ability to develop and transform.
- The post holder will have a high level of analytical skills to evaluate information related to systems/projects that they will be working on.
- The post holder will be expert in their field and therefore judgements will need to be made about a range of situations that have unique characteristics and where a number of complicated aspects need to be taken into account before presenting a solution. An example of this could be the results of a security audit with recommendations that can't be fulfilled due to the current infrastructure and or priorities/options of the organisation; the post holder would analyse and make judgement and based on this recommend a solution.
- Investigate technology trends and developments on a daily basis.
- The post holder is responsible for developing, implementing and updating corporate ICT Security policies, procedures and standards.
- They are responsible for feeding into the development of National polices and service design and for interpreting National polices into local policies and procedures to ensure compliance and alignment.
- The post holder will undertake ICT security reviews and audits which will in turn feed into corporate policy and design.
- They will manage the ICT security infrastructure and ensure that systems comply with GDPR and other legislation or security frameworks.
- The post holder will be contribute to the planning and achievement of Powys ICT Objectives goals, include Priorities within the IMTP, through the use of specialist ICT Knowledge and expertise.
- The post holder will be expected to provide and receive highly complex, sensitive and contentious information in respect of ICT services, systems and Cyber security, which will require them to have skills to, analyse, negotiate, persuade and provide assurance to a range of audiences on such information.
- They will help individuals/organisation to overcome barriers to understanding highly technical information by translating technical language to language that can be understood by all through report writing, briefing notes and performance reports which are presented to a wide level of audiences.
- The post holder will be required to work with members of staff across all levels of the health board and local authority. They will meet and work with representatives of other health boards, local authorities, English NHS, external supplies, Welsh Audit Office and Welsh Government. They will influence direction of travel and ensure that national developments are fed back into the

organisations technical roadmap.

- They will create and communicate regular detailed and expert reports on ICT infrastructure, security, developments, design, gap analysis to a variety of audiences including up to Board level.
- On a daily basis the post holder will co-ordinate programmes of work associated with the development, procurement and delivery and maintenance of ICT services.
- The post holder is responsible for purchasing and managing ICT physical assets across the organisation.
- The post holder is responsible for managing ICT Capital budgets within the region of a million pounds each year.
- The post holder will manage ICT staff engaged in designing and implementing new ICT systems or improvements, such as monitoring performance against project plans, ensuring adherence by members of the team with relevant organisational policies and procedures and general conduct and supervisory responsibilities.
- They will deliver high technical training to ICT members of staff.
- They will manage contract staff as required.
- The post holder is responsible for the design, development and implementation of information systems/products across ICT.
- They are responsible for managing and maintaining the ICT security infrastructure across the organisation.
- They are responsible for the management of systems/solutions that support ongoing innovation, modernisation and transformation of ICT services.
- The post holder will undertake ICT security reviews and audits to feed into service development.
- They will investigate technology trends and developments on a daily basis.
- They will maintain a watchful eye on technical and methodological evolutions in ICT, assess their potential for application for Powys ICT service delivery.
- The post holder will be responsible for the development of plans regarding the security of ICT across the organisation. These plans will be 'live' plans as due to the 'uncertain' nature of ICT security will need constant review. Plans will include
 - The procedures and plans to be used by system specialists to manage and monitor network infrastructure (Servers, Network Switching infrastructure etc.)
 - The procedures and plans to be used by ICT members of staff to manage information resources to ensure the appropriate protection of information and minimise data leakage or unauthorised access.
 - The procedures and plans to be used by ICT members of staff for the safe

implementation and management of new systems.

- The procedures and plans used for the ongoing management of ICT systems and devices to ensure appropriate security of such.
- The procedures and plans used to ensure that the health board is appropriately protected from malware or unauthorised access. Such plans will also encompass the requirements needed to respond to security incidents.
- The post requires advanced keyboard skills with a high degree of accuracy e.g. writing computer code, queries, entering and processing information into databases.
- There is a requirement to work in confined, noisy and dusty environments. Activities will include lifting, handling and moving heavy computer equipment on a regular basis (at least monthly).
- There will be frequent requirement for sitting in a restricted position for a substantial proportion of the working day using computer systems.
- The use of fine computer tools will be required in the evaluation, repair and maintenance of complex computer hardware.
- There is a requirement for regular travel to attend meetings across Powys and less frequently to other parts of Wales. There will be a requirement, on a less frequent basis, to undertake longer journeys to supplier sites, other organisations.
- The work pattern is unpredictable and there is a frequent requirement to concentrate e.g. when analysing system reports or logs.
- There will be frequent interruptions from members of staff asking for technical advice, support.
- This work pattern will mean priorities are subject to continual review and change.
- There will be a requirement to undertake complex, in-depth research on ICT systems and solutions.
- The post holder may have occasional indirect exposure to highly distressing or emotional circumstances as they will have to work in clinical areas as well as regular office locations. When managing others there may be occasions that they will have to undertake disciplinary activities.
- The post holder will be expected to work on their own cognisance without having to regularly refer to their manager. They will use the resources available to them, as they see fit, to achieve agreed objectives.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Educated to degree level or equivalent level of work experience</p> <p>Highly developed and specialist knowledge in the field of IT Solutions working to masters level</p> <p>In-depth knowledge and experience of compiling all business/project related documents</p> <p>Specialist knowledge of solution design, specification design and solutions recommendations</p> <p>Knowledge of administering Microsoft Active Directory and Exchange environments</p> <p>Knowledge in administering Microsoft Operating Systems</p> <p>Knowledge of legislation in relation to information systems (Freedom of Information, GDPR)</p>	<p>ICT related qualifications</p> <p>ICT Cyber-security qualifications</p> <p>Knowledge of NHS ICT or Telecommunications</p> <p>Knowledge of Cisco IOS</p>	Application form and pre employment checks
Experience	<p>Management or supervision of people</p> <p>In-depth knowledge and experience of producing technical documentation including system guides, operating procedures and manuals</p> <p>Extensive experience and knowledge of effectively managing large amounts of Capital funding</p>	<p>Operating a computerised service desk system</p> <p>Supporting NHS clinical systems</p> <p>Negotiating and managing contracts and SLA's</p> <p>Managing large budgets</p>	Application form and interview

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience	<p>Support of a telecommunications or ICT infrastructure</p> <p>Installation and configuration of ICT hardware and software</p> <p>Working to tight deadlines and competing priorities</p>		
Aptitude and Abilities	<p>Have a high level of analytical skills to evaluate information related to systems/projects that they will be working on.</p> <p>Have the ability to analysis and make judgements based on highly complex information and situations.</p> <p>Ability to prioritise workload in accordance with the needs of the organisation</p> <p>Ability to translate technical information to easily understandable language.</p> <p>Effective communication skills to communicate complex issues with both technical and non-technical audiences</p> <p>Ability to work on own initiative and organise own workload</p> <p>Personnel Management skills</p> <p>Ability to develop and implement policies, processes, procedures</p>	Ability to speak Welsh	Interview

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Values	<p>Must be able to demonstrate tact, compassion and respect when dealing with others.</p> <p>Demonstrate integrity</p>		<p>Application Form Interview References</p>
Other	<p>Ability to work outside of normal working hours when necessary e.g. ICT Major Incidents, System upgrade or implementations</p> <p>Ability to travel to other locations across Powys on a regular basis</p> <p>Able to use own initiative.</p> <p>Ability to problem solve.</p>		<p>Application form and interview</p>

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take

every opportunity to promote the Welsh language in their dealings with the public.

- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have **no contact** with patient's / service users / children /vulnerable adults in the course of your normal duties. You will therefore not be required to apply for a Criminal Record standard check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring

healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.