



## POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<b><u>JOB DETAILS</u></b>	
<b>Job Title:</b>	Digital Technology Lead (Networking   Hosting & Cloud   Cyber Security)
<b>Pay Band:</b>	8a
<b>Hours of Work and Nature of Contract:</b>	To be completed on recruitment
<b>Service Group:</b>	Finance
<b>Department:</b>	Digital Transformation & Informatics
<b>Base:</b>	To be completed on recruitment
<b><u>ORGANISATIONAL ARRANGEMENTS</u></b>	
<b>Managerially Accountable to:</b>	To be completed on recruitment
<b>Professionally Accountable to:</b>	To be completed on recruitment
<b><u>VALUES &amp; BEHAVIOUR</u></b>	
	<p>Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.</p>

**JOB SUMMARY / PURPOSE:**

Responsible for managing the creation of suitable technical environments (including specification, build and deployment) and associated operational processes for specialist area, ensuring the use of agreed and documented methods for assurance and consistent deployments, using appropriate toolsets such as policy-based configuration, automation, and orchestration platforms.

Implement, monitor, and maintain suitable lifecycle management of hardware, software, and associated services in a mission critical 24x7x365 environment to ensure replacement products or upgrades are introduced and operationalised in line with end-of-life dates, ensuring that they are high performing, well maintained, promptly patched, and kept running at a secure and supported version.

Management of technologies as per the postholders specialism.

Networking	<ul style="list-style-type: none"> <li>• Firewall Infrastructure</li> <li>• Switching infrastructure</li> <li>• Intra Site Connectivity</li> <li>• PSBA Connection Management</li> </ul>
Hosting & Cloud	<ul style="list-style-type: none"> <li>• Hypervisors</li> <li>• Storage</li> <li>• Core Technologies (AD, DNS, DHCP, SMTP, Web Proxy, Load Balancing)</li> <li>• Azure Platform Management</li> </ul>
Cyber Security	<ul style="list-style-type: none"> <li>• Vulnerability Assessment Tools</li> <li>• Incident Detection &amp; Mitigation Technologies</li> <li>• Device and network Risk &amp; Compliance monitoring tooling</li> </ul>

**DUTIES & RESPONSIBILITIES**

Responsible for managing core infrastructure and supporting core technologies and protocols as per the role specialism.

Responsible for all asset, lifecycle, maintenance management and ongoing support for the technology components per specialism.

Ensuring that the monitoring of performance and capacity is in place with regular reports being provided.

Ensure all incidents and faults are for area of specialism and are resolved in line with departmental and organisational service level agreements and key performance indicators.

Ensure that appropriate backups exist of all infrastructure assets and respective data stored through the implementation of suitable controls and procedures.

Maintain appropriate documentation and Configuration Management Data Base in consultation with appropriate colleagues.

Responsible for Digital infrastructure development and procurement through the planning and requisition of such assets in line with agreed budget set out by senior staff.

Manage IT support contracts through appropriate engagement with suppliers and contractors.

Plan significant changes to PTHB Digital systems and services when required.

Plan and control upgrades to PTHB Digital systems which are required to meet the tactical or strategic goals of the Health Board.

Analyse, compare and implement highly complex technical solutions.

Contribute to Digital projects and solutions, meeting the agreed quality standards, timescales, and cost budgets through the role of Senior Supplier or Chair as required.

Lead the data and information security requirements of the PTHB and according to public sector and PTHB governance and policy.

Development and maintaining of Standard Operating Procedures and policies in relation to Digital systems.

Act as the Technology Lead for the specification and introduction of new Digital infrastructure solutions.

Understand and resolve highly complex technical and organisational issues in identifying and providing solutions.

Ensure that any system or service implementations are fully tested and comply with security and confidentiality standards.

## **Communications**

The post holder will be the contact for Digital infrastructure issues in the specialist area; dealing with highly contentious and controversial matters with tact and diplomacy, while ensuring that decisions are made in an open and transparent manner based on the evidence available.

Requires the highest level of interpersonal and communication skills to influence change and engage with challenging targets, using a wide range of communication skills to win hearts and minds on highly sensitive change issues, overcoming barriers to acceptance.

Present highly complex information to a wide range of stakeholders both within the PTHB and externally to ensure compliance with performance targets and strategic objectives.

Deliver complex material/training to a non-technical audience.

Negotiate with and influence users and suppliers to ensure project goals are met.

Ensure system and user documentation is available for all systems they implement or upgrade and make sure that this is kept up to date.

## **Evaluation**

Respond to highly complex queries relating to PTHB Digital infrastructure systems and services and be the Technical Lead for such requests.

Identify and diagnose system problems, providing resolution or temporary workaround options.

Will provide expertise to the implementation and ongoing support of PTHB infrastructure network systems.

## **Planning**

Plan and manage the delivery of projects as set out by the senior colleagues to time and within budget.

Prioritise own time whilst ensuring delivery of targets set out by the Director of Operations and Corporate Governance.

Plan activities and adapt these to avoid or minimise disruption to PTHB systems and services co-ordinating.

Adhere and contribute to the creation of departmental change control procedures, providing feedback to senior colleagues where appropriate.

Work flexibly and adjust work schedules to meet departmental, PTHB and service user requirements.

Participate in internal forums, meetings and standing committees as required and to contribute information regarding digital services.

Create technical documentation with a clear understanding of the business and user needs.

Create and maintain high quality technically detailed project documentation, such as highlight/progress/exception/completion reports etc. as appropriate.

Acquire and maintain detailed knowledge of the Digital infrastructure and technologies so that enquiries can be clearly and quickly addressed.

Ensure business continuity plans are followed in relation to the support and maintenance of PTHB Digital Infrastructure.

### **Policy & Service Development**

Develop, in collaboration with senior colleagues Disaster Recovery / Business Continuity plans for PTHB systems and services and to ensure testing of procedures.

Ensure business continuity plans are followed in relation to the support and maintenance of PTHB Digital Infrastructure.

Adhere to PTHB policies and procedures relating to the operation and security of systems.

Development and maintaining of Standard Operating Procedures and policies in relation to Digital systems.

Lead on the creation or review of Digital policies affecting the whole PTHB.

Ensure organisational policies are applied in own work environment.

### **Financial**

Ensure the financial objectives of projects/programmes are planned, monitored, and delivered, which will include budget holder responsibilities for some project/programme budgets.

Ensure that the project/programme is delivered within its financial budget and contingencies, and against the requirement of the PTHB, monitoring revenue and capital variance from start to finish.

Provide oversight and monitoring of all aspects of Team budget.

### **Human Resources**

Lead the team of specialist staff providing clear leadership and management.

Ensure appraisals and target setting is conducted for direct reporting staff.

Deliver complex material/training to a non-technical audience.

Ensure business continuity plans are followed in relation to the support and maintenance of PTHB Digital Infrastructure.

## **Information Resources**

Produce dashboard performance reports, reporting on project/programme progress, next steps, deliverables, resource requirements, risks, and issues.

Create technical documentation with a clear understanding of the business and user needs.

Understand, document, and support the needs of National applications where they have dependences with PTHB Digital Infrastructure.

Ensure any process put in place maintains data integrity, security, and quality.

## **Research & Development**

Maintain specialist knowledge in Digital infrastructure that may be beneficial to the PTHB and participate in piloting and testing of these where appropriate.

Maintain a thorough awareness of current and emerging technologies that may be beneficial to the PTHB and undertake the piloting and testing of these where appropriate. Being able to produce documentation and positioning papers when required.

Maintain an awareness of associated National policies and initiatives.

**The post holder will be required to take part in an On-Call rota once established in the Health Board.**

<b>PERSON SPECIFICATION</b>			
<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<p>Educated to master's level or equivalent level of knowledge and experience in relevant discipline</p> <p>Educated to Degree level in a relevant subject (such as IT Service management) or equivalent level of qualification or significant equivalent previous proven experience in specialist area (such as IT)</p> <p>IQT Bronze Award</p> <p>Comprehensive knowledge of Microsoft O365 applications</p> <p>Cisco Certified Network Associate (CCNP R&amp;S) / MCSE, or equivalent qualification or experience</p>	<p>ITIL Foundation</p> <p>PRINCE 2 qualification</p>	<p>Pre-employment checks</p> <p>Application Form</p>
<b>Experience</b>	<p>Significant experience working in a complex ICT environment</p> <p>Experience of managing staff, including appraisals and target setting</p> <p>High level of technical knowledge spanning networking, server, and telephony</p> <p>Experience of planning and implementing highly complex technical changes within a 'critical infrastructure' environment</p> <p>Ability to translate strategy into operational plans to deliver ICT solutions</p> <p>IT Security and its application within IT</p> <p>IT Change Management</p>	<p>Understanding of the public sector</p>	<p>Application Form and Interview</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Experience cont'd</b>	<p>IT problem management</p> <p>High severity incident resolution and root cause analysis techniques</p> <p>Business continuity and disaster recovery processes and implementation</p> <p>Experience of working on large scale, highly complex, tight deadline projects</p> <p>Significant experience and demonstrable evidence of working as an IT Service Manager</p> <p>Experience of managing a team</p> <p>Demonstrated experience of co - ordinating projects in complex and challenging environments</p> <p>Experience of managing risks and reporting</p> <p>Experience of drafting briefing papers and correspondence at senior management team level</p> <p>Experience of monitoring budgets and business planning processes</p>		
<b>Aptitude and Abilities</b>	<p>Ability to analyse very complex issues where material is conflicting and drawn from multiple sources</p> <p>Clear communicator with excellent written and presentation skills</p> <p>Comprehensive knowledge of project principles, techniques, and tools, such as PRINCE 2 Foundation</p>	Ability to speak Welsh	Interview Application Form

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Aptitude and Abilities cont'd</b>	<p>Capable of constructing and delivering clear ideas and concepts concisely and accurately to a diverse and varied range of audiences consisting of internal and external stakeholders</p> <p>Highly professional and flexible attitude to work</p> <p>Ability to deal with difficult situations and make decisions accordingly</p>		
<b>Values</b>	<p>Demonstrate PTHB Values</p> <p>Works well with others, is positive and helpful, listens, involves, respects, and learns from the contribution of others</p> <p>Consistently looks to improve what they do, look for successful tried and tested ways of working, and seeks out innovation</p> <p>Actively develops themselves and supports others to do the same</p>		Interview Application Form
<b>Other</b>	Adaptability, flexibility, and ability to cope with uncertainty and change		Application Form and Interview

**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.
- **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 patients / service users / children /vulnerable adults in the course of your normal duties. You will therefore not be required to apply for a Criminal Record Bureau Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.
- **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.

## Organisational Chart



