

Job Description

IS (ICT) Support Technician – Grade IV

Grade: IV, Whole-time, Permanent.

Reports To: IS (ICT) Manager / Assistant IS (ICT) Manager.

Role Summary.

The principal role of the IS (ICT) Support Technician is to contribute to the availability of the Hospital's information and communication systems by the provision of technical support to both end-users and internally, to the IS (ICT) department, in an effective and responsive manner - in line with the department's customer centred service delivery ethos.

Main Duties & Responsibilities.

The IS (ICT) department operates a team-based system of working. The IS (ICT) Support Technician, working as a key member of the IS (ICT) team, will apply their knowledge & experience in the carrying out the many & varied duties of the post which include, but are not limited to the following: -

- The provision of first-level technical support to the Hospital's computer, telecommunication and audio-visual users.
- The provision of the technical support necessary for the delivery of key projects and initiatives through testing, configuration and other commissioning tasks.
- Provide instruction in the correct use of the Hospital's information and communication systems through end-user training.
- Security: Ensure the confidentiality, integrity and availability of the hospital's information systems through the monitoring of data backup, anti-virus updates, security updates, secondary power systems, redundant and perimeter defence systems.
- Monitor appropriate usage of IS (ICT) resources and end-users compliance with the hospital's electronic communication policies.
- Carryout routine preventative maintenance tasks as assigned. This may include the maintenance of servers, active equipment and other back-office systems.
- Perform network administration tasks as assigned. This may include the maintenance of user accounts, access rights, mailboxes and other shared resources.
- Publish information on, and otherwise maintain the Hospital's corporate Intranet and Internet sites.
- Maintain IS (ICT) documentation including The Asset Register, Standard Operating Procedures and User Manuals. Etc.
- Configure and deploy new client-side and back-office hardware & software systems.
- Keep abreast of information technology evolution so that any new technologies adopted by the Hospital can be implemented and supported.
- Maintain own skill levels through on-going training and education.
- Fully participate in the department's team-based methods of working.

- Participate in the department's technical support duty rota and out of hours & weekend emergency technical support on-call service. Also to work any other shift pattern as the IS (ICT) Manager may determine is in the best interest in maintaining essential IS (ICT) services to the hospital.
- Perform such other duties or tasks, consistent with the grade as may be assigned from time to time.

Communications.

Hospital Management, staff at all grades, Department of Health & Children, Health Services Executive, other Hospitals, Suppliers & Vendors, etc.

Policies and Procedures.

Comply with and adhere to all Hospital policies and procedures.
Be familiar with the Hospitals major emergency plan and promote an awareness of Health and Safety in the work place.

Training and Development.

Co-operate with arrangements in the department for educating and training staff and in the assessment of training needs.

Attend appropriate in-service training and education programmes.

Confidentiality.

In the course of your employment you may have access to, or hear information concerning, the medical or personal affairs of patients and/or staff, or other health service business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be left in safe custody when no longer required. You are required to comply with the legislation in respect of the General Data Protection Regulation (GDPR).

It is not intended that the above job description be a comprehensive list of all duties attached to the post. Consequently, the post holder may be required to perform other duties as appropriate to the post, which may be assigned to him/her from time to time. Flexibility is required when dealing with new situations and emergencies.

I have read the above job description. I confirm that I clearly understand and agree to adhere/comply with the job description.

SIGNED: _____ **DATE:** _____

Employee

Print Name: _____