RADIOLOGY SYSTEMS SUPPORT TECHNICIAN

INFORMATION FOR CANDIDATES

Partnering
Ambitious
Caring
Trusted

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.

OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives
to provide high quality, safe care for our patients in an environment which
our staff are proud to work in

Our Vision:

"To provide excellent care for the communities we serve"

Our Values:

Partnering
Ambitious
Caring
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OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way
which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we
are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the
organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we
are about here at SaTH. We want patients and their families to say that the care and service they receive
from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the
Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us
are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will
provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT
- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT
- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT
- Slimming World referral scheme Staff
- cervical screening service Long Covid
- support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING
Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY
Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES
Many eLearning modules to learn from with access available at home

APPRENTICESHIPS
There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job

JOB DESCRIPTION

Job Title	Radiology Systems Support Technician
Band	Band 5
Directorate	Service Delivery Directorate
Accountable to	Radiology Systems Manager
DBS Required?	Yes, Standard DBS

JOB OVERVIEW

As a member of the Radiology Systems team this role will support the Radiology and Imaging Departments and wider trust in in the deployment and maintenance of Radiology related IT Hardware and Software. The post is based at the Royal Shrewsbury Hospital however the post-holder is required to work at the Princess Royal Hospital on a weekly basis and be willing to travel to other hospital sites within Shropshire as required.

In-depth technical support of the applications and hardware used within the imaging departments. Bring their specialist skills and knowledge to enable them to engage all users within the Trust and interested parties that deal with the Trust including suppliers and system users. The post holder will be a key member of the Radiology Systems Team providing high level technical support as the service demands.

Main Duties and Responsibilities

- Technical support for Radiology systems:
- Responding to support calls, deciding on relevant method of help and negotiate and agree call priorities
- Analyse situation/information to identify and resolve a range of problems including computer issues, application problems, data errors, change requests.
- Responding user calls to provide first time resolution of Radiology system issues
- Understanding and interpreting the complex issues presented by users to best assess an appropriate response.
- Using initiative to solve problems with reference to broad operating procedures.
- Explaining problems and solutions to users.
- Implement solutions to resolve user clinical system problems.
- Planning and scheduling on-site visits with the end user if required.
- Liaising with system managers and other departments to arrange system maintenance.
- Delivering ad hoc training to users.
- In-depth knowledge of all Radiology systems (PACS, RIS, IEP etc.) and hardware in use within the Trust required to remotely diagnose system faults.
- Autonomously Working with users to diagnose software problems, both face-to-face and over the telephone, and seeking further advice where necessary.
- Using remote technologies to diagnose and resolve software problems in a timely manner.
- Identify and advise staff regarding information security risks through improper use of IT systems.
- Delegate support calls to the appropriate team members.
- Identify underlying problems causing frequent calls and escalate to the appropriate resolver groups.
- Lead in the implementation and change process of Radiology system projects both within own work area and beyond own area of activity
- Lead where necessary in the development of regular ad-hoc system projects both within Radiology and other disciplines (Shropshire Community Trust, Cardio-Respiratory, Obstetric Ultrasound amongst others).
- Report all Radiology systems issues to the software supplier and follow up to a successful resolution
- Recording work completed to a high level of accuracy to preserve a complete audit history of actions and sign-off by relevant staff when necessary.
- Comprehensive knowledge of Radiology department policies and procedures, especially relating to working practices. Implement and adhere to agreed Trust IT policies.
- Keeping up to date with current system developments and technologies.
- Updating the configuration of Radiology systems to match clinical requirements.
- Maintaining timely, accurate and comprehensive records of diagnosis steps and actions taken to resolve problems.
- Managing day to day workload by monitoring incidents, prioritising as appropriate. Responding

to varied workload pressures

- Delivers training both within the team and to departments that utilise Radiology systems.
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively project managed.
- Accurately utilises available personal resources ensuring appropriate software packages are used when performing computer related tasks.
- Inputting and manipulating data when working on Radiology systems.
- Autonomously develop and maintain systems/process to ensure 100% data quality and completeness to feedback to relevant disciplines both within own specialism and outside of the department.
- Works to achieve agreed set objectives using own initiative, using standard operating procedures and other reference material but line manager available for reference.
- Able to cope with interruptions whilst in periods of concentration.
- Will be working with a computer screen under office conditions throughout a large portion of the day
- Takes responsibility for the expensive Radiology IT equipment and software installation and its maintenance.
- To provide project plans, implement development of systems and facilitate training to all levels of the organisation and external agencies.
- To provide comprehensive and expert knowledge through training and presentations to varying levels of skill sets and group sizes.
- To manage, plan and facilitate delivery of high-quality training and documentation on either an individual or group basis, customised as appropriate for the skill/understanding of the user and demonstrating highly developed interpersonal and communication skills.
- To deliver training in a variety of ways appropriate to individual audiences and their working environment e.g. small groups, 1-2-1 and bespoke training sessions.
- To assist in any additional projects as determined by senior members of the Radiology Systems Team. Acceptance test new versions of software and development changes released for implementation into the Production environment.
- To be responsible for reporting any regression testing issues raised and formally reporting them to the appropriate project staff for resolution.
- To have expert knowledge and experience in training and development.
- To carry out acceptance testing on system developments; this involves highly complex working practices.
- To have knowledge of information flows to be able to ensure accurate deployment of Imaging systems across the Trust.
- To provide detailed, accurate information to system users in a way that can be understood by all.
- To travel regularly between RSH and PRH sites to arrange, attend and chair meetings and training as demanded by service need. To deliver and update high quality training and project documentation to identify and deal with any issues promptly and efficiently.
- To work flexibly as appropriate in order to meet critical deadlines.
- To ensure confidentiality is maintained as appropriate.
- To manoeuvre, lift and prepare equipment and resources as appropriate.

- To take every reasonable opportunity to maintain and improve personal and professional competence.

- To work with guidance from senior members of the Radiology Systems Team, seeking advice and support as required.

- To produce written and verbal reports and information of varying levels of complexity for the Radiology Department and the Trust.

- To be responsible for accurate and timely administration using both written and computerised equipment for all training related activity.

- To be responsible for managing and prioritising own workload and have the ability to respond appropriately to frequent and unpredictable requests for support, advice and guidance.

- The role will require flexibility in cross-site working and with external partners to deliver system training and support to all clinicians who refer for imaging into SaTH.

- This job description is a summary of the main responsibilities and is not intended to be an exhaustive list of duties or tasks

Organisational Chart
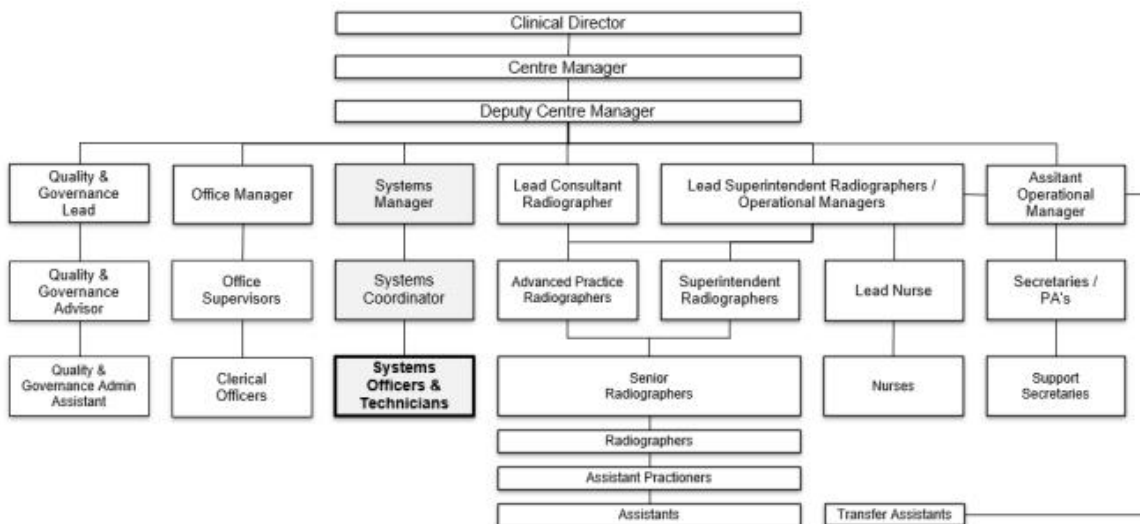
PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
• Educated to GCSE level, including English and Mathematics grade 9-4 (grade C or above) or equivalent experience in IT.	• Educated to degree level or equivalent. • Certificate in using Microsoft Office Applications. • ECDL (European Computer Driving licence)

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
• In depth knowledge and experience of computer-based systems and hardware. • Experience of working in training and development. • Experience of working in IT roles. • Organising training schedules with a range of stakeholders. • Experience of managing projects. Development of good working relationships across a range of teams. • Maintenance of administration of IT systems.	• RIS/PACS experience. • Previous experience of working in the NHS. • Previous work involving NHS IT/Radiology systems.

SKILLS

ESSENTIAL	DESIRABLE
- Effective communicator - verbally, in writing and by presentation. - Effective listening skills. Excellent attention to detail and consistent high level of accuracy. - Advanced keyboard skills including good knowledge of Microsoft Office, Word, and Excel. - Evidence of organisational and time management skills - Capable of working with high workloads and to strict deadlines. - Ability to maintain confidentiality at all times. - An understanding of the principles of the Data Protection Act and Freedom of Information. - Ability to build and maintain credibility with managers and other staff through the use of effective interpersonal skills - Able to work on own initiative with awareness of boundaries. - Knowledge of how to design, create, administer, and evaluate training courses. - Ability to provide training to small or large groups or on a 1:1 basis.	- Able to compile statistics and reports. - Previous experience with Radiology IT Systems, e.g. PACS, CRIS. - Excellent analytical and numeric skills and methodical approach to problem solving.

OTHER

ESSENTIAL	DESIRABLE
• Ability to travel to work at clinical sites within rural Shropshire, including RSH and PRH and within the local community at GP surgeries and Community Hospitals. • Determination and resilience. • Willingness to develop new skills and undertake training as necessary • Professional appearance. An effective and supportive team player. • Able to work at a PC/VDU for a prolonged period.	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and

- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and

- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and

- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and

- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and

- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE AND CYBER SECURITY

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.

- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and

- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and

- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines

- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.

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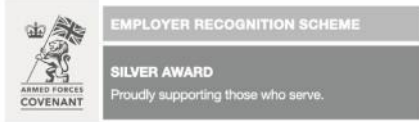
The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital

sath.nhs.uk