**Claypath and University Medical Group**

**Job Description  
IT Support Assistant**

Hours of duty: Full-time (37.5hrs p.w.)  
  
Responsible to: Data Quality Supervisor  
  
Employer: Claypath and University Medical Group

Pay: £18,000 p.a. WTE

**Job Summary:**

The IT Support Assistant will support all aspects of day to day IT for the practice/PCN under the support and supervision of the Data Quality Supervisor.

This is a varied and busy role which is key to ensuring the smooth delivery of services across the practice/PCN.

The role offers a great opportunity to someone passionate about technology. You will be enabled to learn and develop your own skills in a variety of different systems and software, as well as gain experience in identifying and fixing IT related problems.

You will need to be very flexible, proactive, and able to communicate with a range of professionals. This key post requires the postholder to be a team player and willing to help where necessary is essential.

**Main Duties and Responsibilities:**

The IT Support Assistant's duties and responsibilities include but are not limited to the following:

* Dealing with IT requests and issues from practice/PCN staff.
* Assisting in ensuring practice/PCN services and staff can operate on a day to day basis, prioritising issues accordingly.
* Resolving hardware and software issues and escalating where appropriate.
* Creating and administering NHS email accounts.
* Creating and administering logins to Microsoft Teams/OneDrive and Office 365 accounts.
* Creating and administering practice/PCN staff NHS Smartcards.
* Maintaining the practice/PCN IT Asset register.
* Assisting the Data Quality Supervisor with project work.
* Assistant the GP Partner Research Lead with research work.
* Maintaining and updating practice software, ensuring systems are working and secure.
* Support general administration on practice website.
* Assisting with the completion of the Data Security and Protection Toolkit for the practice/PCN.
* Promoting and contributing positively to the practice/PCN by assisting colleagues, contributing ideas and problem solving collaboratively.
* Ensuring that communication with all internal and external contacts is effected in a professional, courteous and responsible manner. Dealing directly with queries and ensuring that messages/in depth requests are dealt with or passed to the appropriate staff members as soon as practicable.
* Monitoring and maintaining security systems to protect the practice/PCN's network.
* Researching and staying informed of changes in technologies which could be of interest to the practice/PCN and advising on their possible use.
* Running reports from various clinical systems (mainly EMISWeb).
* Assisting in providing data to support clinical audit.
* Assisting in verifying data received from external parties e.g. NECS, CCG, etc.
* Assisting in providing accurate data to satisfy all requirements of practice/PCN contracts.
* Supporting practice/PCN service leads as directed with specific data needs.
* Using data systems securely, ensuring confidentiality at all times.

**Additional Requirements:**

* Able to work on own initiative, prioritising work, within defined policies and procedures to set timescales.
* To create and maintain professional relationships with all practice/PCN staff, staff from other agencies, and colleagues.
* To adhere to all practice/PCN Policies and Procedures.
* To participate and ensure own ongoing development.
* To maintain a high level of confidentiality and comply with GDPR. Be aware of the nature of information dealt with and work in a manner which ensures confidentiality and security.

**Corporate Responsibilities:**

As a member of staff of the practice/PCN you will be expected to:

* Promote the practice/PCN's vision and mission and uphold the organisation's values in all day to day activities and delivery of services.
* Participate in the objective setting process as part of the annual Appraisal process to understand how own role and objectives are linked to those of the practice/PCN, to review what aspects of your role are being done well and to identify any areas for development.
* Undertake relevant activities and mandatory training to meet objectives identified in Personal Development Plan.
* Adhere to all practice/PCN's policies and procedures, including HR, Information Governance, Risk Management and Health & Safety policies.
* Comply with relevant practice/PCN and own professional codes of conduct and accountability.
* Carry out duties in a way that supports equality and values diversity. This responsibility includes your actions in relation to service users, carers, work colleagues, people in other organisations and members of the public.

**Additional tasks:**

This list of duties and responsibilities is not exhaustive and the postholder may be required to undertake other relevant and appropriate duties as reasonably required. The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Claypath and University Medical Group and Claypath and University Primary Care Network.

**IT Support Assistant – Person Specification**

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| **Education, Qualifications and Training** | **Essential** | **Desirable** |
| Educated to GCSE Level (5 GCSEs at grade C or equivalent inc. English Language and Maths) | √ |  |
| Additional IT qualification |  | √ |
| Demonstrable commitment to professional and personal development | √ |  |

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| **Experience** | **Essential** | **Desirable** |
| Proficient knowledge MS Office, Word, Excel, Outlook and Teams | √ |  |
| Evidence of working with numerical and other data | √ |  |
| Understanding of Confidentiality and Data Protection Act | √ |  |
| Demonstrable commitment to promoting equal opportunities | √ |  |
| Previous experience within General Practice/Primary Care |  | √ |
| Previous experience using clinical systems such as SystemOne and EMISWeb |  | √ |
| Previous experience working in an IT support role |  | √ |

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| **Skills and Attributes** | **Essential** | **Desirable** |
| Able to think analytically, anticipating obstacles and thinking ahead; using analytical techniques to draw logical solutions to problems | √ |  |
| Good organizational and prioritization skills, with the ability to work under pressure in a busy working environment and able to multi-task | √ |  |
| Good communication and interpersonal skills (verbal and written), capable of constructing and delivering clear information/ instructions to staff | √ |  |
| Committed to providing good customer service, demonstrating a professional and helpful manger, with a "can do" attitude | √ |  |
| Good time management | √ |  |
| Good accuracy and attention to detail | √ |  |
| Able to work on own initiative and/or as part of a team | √ |  |
| Able to manage confidentiality in sensitive circumstances | √ |  |
| Able to effectively and appropriately deal with criticism and challenging people and situations | √ |  |
| Team player | √ |  |
| Able to work autonomously and to plan and prioritise different work programmes | √ |  |
| Passionate about technology and forging a career in IT | √ |  |
| Positive attitude and open to learn | √ |  |
| Good presentation and creative ability skills |  | √ |

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| **Job Circumstances** | **Essential** | **Desirable** |
| Able to work some evenings and weekend hours if required | √ |  |
| Full driving licence with ability to travel locally by car | √ |  |

/GPB

17 May, 2021

[END]