**Technical Operations Lead – Band 6**

**Recruitment role summary and candidate profile** 

UID: V-6-TECHSERVICES-BAND 6-TRD-2257-2 / V-6-TECHSERVICES-BAND 6-TRD-2257-3 / V-6-TECHSERVICES-BAND 6-TRD-2257-5 / V-6-TECHSERVICES-BAND 6-TRD-2257-6

2024

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| **About this role – NHS National Systems*** This is a technical role working on a secure messaging platform, on new infrastructure with high availability across the dedicated NHS network, and using cutting edge technologies to provide integration and technical operations support for the NHS Production/Live environments.
* Working with a varied range of both internal and external stakeholders, our Technical Operations team provide a professional, efficient service and excellent end user technical support 24hrs a day, 7 days a week, 365 days of the year.
* The working pattern consists of 12 hour shifts (inclusive of breaks), 2 day shifts followed by 2 night shifts in a ‘4 shift on, 4 shift off’ pattern, including over weekends and bank holidays. A salary enhancement is paid for working shifts.
* The successful candidates will be joining IT Operations Centre, where the first assignment would be within the Operations team.
 | **About the team**(Example structure for illustrative purposes. Exact structure may vary by team) |
| **About NHS England** NHS England is the national information and technology provider for the health and care system.  Our team of 2,700 information analysis, technology and project management experts create, deliver and manage the crucial digital systems, services, products and standards upon which health and care professionals depend, working in partnership with both national and local organisations. Our vision is to harness the power of information and technology to provide better health and care.  NHS England works within NHS Terms and Conditions of employment, this Job Description is supported by an [NHS England Profile](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhscic365.sharepoint.com%2FHumanResources%2FDocuments%2FForms%2FAllItems.aspx%3Fid%3D%252FHumanResources%252FDocuments%252FProfessional%2520Job%2520Descriptions%252FNHS%2520DIgital%2520Role%2520Profiles&data=05%7C02%7Cbecky.marshall%40nhs.net%7Caf6b8caae5974feffb9708dc5eee19cf%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638489623919739665%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=%2BQrMsDGOzI8wHnGUx6Z44qKBAfyMBR3EhzCgknzjosM%3D&reserved=0) which provides more information on the level of skills at which we would expect our people to operate |
| **About You** |
| **Professional Competencies** * Experience using a Service Management workflow tool.
* Experience of Services and Incident management processes.
* Proven ability to work consistently, methodically and reliably under pressure with attention to detail within tight timescales.
* Proven ability to work autonomously as well as an effective team member.
* Proven ability of taking responsibility for making decisions to move things forward.
* Proven ability to communicate effectively, both orally and by word.
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| **Knowledge, Skills and Qualifications*** HNC / NVQ level 4 or equivalent certificate in an ICT/IT related subject or equivalent experience.
* Ability to maintain specific specialised technical knowledge, provide detailed advice regarding their application and execute specialised tasks.
* Ability to diagnose technical issues, provide resolutions or workarounds for incidents and problems in an ICT environment.
* Good knowledge of a Linux based operating system e.g., Ubuntu or CentOS.
* Basic understanding of the concept of messaging principles.
* Understanding of how to handle sensitive information in a confidential manner.
 | **Values and Behaviours** * **People Focused**: You value and promote positive relationships with colleagues, customers and the public and are responsive to their needs.

 * **Trustworthy**: You act with integrity, impartiality, and openness and in the best interests of the public.
* **Professional**: You deliver on your commitments by applying the highest levels of expertise, conduct and personal responsibility.
* **Innovative**: You actively embrace change and bring new ideas to deliver excellent services for your customers and better outcomes for the public.
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| **The Opportunities** * The chance to help support and maintain essential live National NHS services.
* In-house training on NHS systems and technologies.
* To support a service which supplies over 21,000 organisations and links 27,000 ICT services within these organisations.
* To support a service which handles over 20 million messages a day.
* Building a strong reputation in an expanding team across NHS Digital and growing your career in a challenging and rewarding environment.
 | **The Terms and Conditions** * A competitive salary.
* Flexible working applications considered.
* Family friendly benefits.
* Annual leave starting at 202.5 hours per annum plus 60 hours statutory bank holidays rising to 247.5 hours with service.
* An excellent contributory pension scheme.
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