CAJE REF	RQF/2023/4458
APPROVED	

JOB TITLE Product Specialist (Monitoring)
BAND 7

Job Summary

- Responsible for all aspects of provision of the specialist services for which the post holder is the Product Specialist (management, support and development).
- To be the main contact point for specialist business knowledge regarding said services (in conjunction with the Monitoring Services Manager if appropriate).
- Under the instruction of the Monitoring Services Manager, responsible for taking the lead on new projects within their product area, namely their development and deployment. Agreement of appropriate service management arrangements for the on-going service as part of deployment.
- Responsible for support of the existing service and the performance of the systems and the services.

Responsible to

Reporting: Monitoring Services Manager	Accountable: Monitoring Services Manager	Professionally: Monitoring Services Manager

Responsibilities and Duties

Communication and Relationship Skills

Work with Application Managers, Senior Product Specialists, NHS clinicians, strategists and users to establish requirements for new IT infrastructure services and enhancements to existing systems for product areas for which the post holder is responsible.

Interpret their requirements to define system processes, manage the production of detailed technical specifications, work within NHS legislation and policy, and to prepare estimates and timescales.

Lead service developments, managing the work of staff allocated to the project to ensure that products meet the requirements of the specification and adhere to DHCW standards. Where necessary, providing training and background information to staff who are unfamiliar with the product area.

As part of implementation, work with the DHCW Service Management team to ensure that the appropriate ITIL based Service Management processes are in place to support the new service, once live.

Develop, maintain and initiate relationships with customers and suppliers, where appropriate provide them with expert advice, guidance and support. Attend and represent DHCW at various National and Welsh NHS Steering and User Groups and where required to both present and interpret complex IT and clinical/business systems. Plan, prepare & carry out complex business & technical presentations to user groups, senior NHS managers & Welsh Assembly Government.

To attend, Service Level Agreement and Operation Service Agreement meetings with the DHCW Service Management team and customers. To provide service based metrics for these meetings, evaluate customer feedback and schedule action plans accordingly.

To liaise with the customer concerning patient litigation cases, as required and provide support and information as necessary.

Knowledge, Training and Experience

Must be aware of Service Management issues and developments to improve the quality of the IT Services delivered by DHCW. Must be trained in Service Management, be up to date with use of service management methodologies such as ITIL, and able to effectively review service management systems in order to improve them.

Must keep business knowledge on key subject areas up-to-date, and act as an expert reference for these areas. This will include national policies and legislation, and will involve liaison with colleagues within Wales, and occasionally other Home Countries.

Must be able to use project management methodologies such as PRINCE 2, to ensure provision of professional project management services.

Must have an in depth knowledge of the service delivery needs of NHS Wales within their product area.

Must have proven experience in the successful analysis, design, development, project management and service management of Information and IT systems.

Must have an excellent understanding and record of translating business/functional requirements into specialist technical specifications and complex operational IT systems.

Must be able to identify, learn and assess new technologies, understanding their impact on development / support processes and be able to advise Mangers and Senior Product Specialists on their implementation where appropriate.

Must have management skills to take line responsibility for professional IT development and support staff.

Must be able to manage and advise on issues of version control.

Job will require the ability to communicate with staff up to a senior level on complex business or clinical processes and so high quality verbal and communication and presentation skills are necessary.

Analytical and Judgemental Skills

Review national policies and (where appropriate) legislation to identify business requirements and where appropriate, interpret business requirements from customers.

Review technical and service management documentation created by the team regarding both new and existing systems to provide operational and application specific information and to ensure ongoing maintenance of applications.

Planning and Organisational Skills

Plan, prioritise, control and project manage the introduction and design of new infrastructure and I.T. systems / applications / databases. Responsible for ensuring that staff assigned to the project produce systems that meet the requirements of users as outlined in the specification.

Liaise with the DHCW Service Management team to plan and deliver ITIL based service management processes around the systems. This will be done as part of the implementation phase.

Contribute to the team's business plan and objectives for the product area(s) which are the responsibility of the post holder.

Project manage developments to achieve stated objectives, delivered on schedule, delivered within budget, performs to agreed specification including quality, and is value for money.

Plan, oversee and review the day to day running of the service via service management processes agreed with the DHCW Service Management team.

Physical Skills

Routine skills in using Personal Computer, accessing and updating databases.

Responsibility for Patient / Client Care

Occasional, incidental interaction with patients.

Responsibility for Policy / Service Development Implementation

In conjunction with the Monitoring Services Manager and Operational Lead (Core Services), write business cases for the development of new services, enhancements to existing services, and service issues such as performance, staffing levels and procurement of hardware/software.

Ensure all corporate organisational policies and procedures are followed within the team.

Plan, prepare, develop and implement appropriate quality control procedures for all services and systems changes. Working with the Monitoring Services Manager to ensure procedures are in place so that infrastructure services have full patch and version control in place and that DHCW has a comprehensive record of all these amendments. To plan and oversee system upgrades to ensure they have been implemented correctly.

Responsibility for Financial and Physical Resources

Responsible for resource allocation to ensure developments are delivered on time and within budget with the flexibility to reallocate team resources as and when required.

Prepare budgetary reports and present them to project sponsors and/or senior managers. Ensure that financial arrangements are consistent with project and public probity and that clear lines of management are in place.

Ensure all expenditure is within current NHS probity policies.

Responsibility for Human Resources

To plan and deliver professional training services to customers and senior managers.

Professional responsibility for team members assigned to products for which the post holder is responsible.

Where required, assist the Monitoring Services Manager with the recruitment of new staff.

Working with the Monitoring Services Manager to contribute to the professional development of the above staff.

Lead, develop and motivate the team to ensure they perform to acceptable standards. To monitor and review both team and individual performance to identify problems and take the appropriate corrective actions.

Responsibility for Information Resources

To design, or contribute to the design of, new Strategic Computer systems, Hardware, Architecture, and Software.
Ensure team members create test plans and procedures that confirm systems are stable, maintainable, meet usability criteria, provide accurate information, and meet the required specification.

Responsibility to ensure all Management platform/Equipment Administration Tasks are performed. These to include designing, building, monitoring, tuning, performance testing in order to ensure data integrity, resilience, and scalability. Responsible for planning the resolution of identified issues in a timely and controlled manner.

Manage day to day running of the products using ITIL based service management processes, to ensure resources are available for support and maintenance of existing systems, to ensure that the information generated and held by them meets the requirements of the NHS. To ensure that all customers are professionally supported and that their queries are dealt with in an efficient and professional manner, consistent with the quality levels specified within the relevant Service Level Agreement or Operational Service Agreement.

Responsibility for Research and Development

Identify and plan for the impact of future, legislative, technical, clinical and business changes on the efficient delivery of DHCW IT services to the NHS.

Analyse, research and evaluate new Information Technologies to establish their benefit to the work undertaken by DHCW and ensure that a high level of technical competence and expertise is maintained within the team. Prepare papers to identify the benefit to Monitoring Services Manager, Operational Lead (Core Services) and peers, as appropriate.

Develop and maintain a high level of knowledge of relevant NHS clinical and business processes.

Gain in depth knowledge and understanding of complex third-party solutions and where appropriate integrate them with existing systems to add value to the services provided by DHCW. To liaise with third-party suppliers where necessary to facilitate service delivery and improvement.

Maintain and develop knowledge of PRINCE 2 project management methodology.

Maintain and develop knowledge of ITIL Service Management methodology.

To assess the viability of business services and make recommendations for change, including a business case and financial implications.

To assess new business opportunities and present a business case, with a financial assessment, for inclusion in DHCW' portfolio of services.

Freedom to Act

Implementation of DHCW Corporate policies.

Project management of major system developments. Service Management of new services, once commissioned.

In accordance with JD, identification of strategic direction for services and systems development so that they remain relevant to needs, facilitating improvements in the Services provided by hospital departments, hospital staff, those in primary care & others indirectly providing a service to those groups.

Ensure all problems and service/management issues are resolved to the satisfaction of the customer and DHCW management, using agreed service management processes. Monitor support systems to ensure team respond and resolve user queries in a timely and accurate manner. To resolve problems from first principles and past experience and knowledge. Liaise and meet, as necessary, with NHS staff at all levels to resolve faults across NHS organisations or external companies.

To write complex service level agreements and present them to account management.

Maintain SLAs and OSAs to ensure they reflect current service delivery requirements.

PERSON SPECIFICATION

Qualifications and Knowledge

Essential

Degree in Information and IT related subject or equivalent qualification or experience

Certified PRINCE 2 practitioner pass or equivalent qualification or demonstrable experience

ITIL practitioner or equivalent qualification or demonstrable experience

Windows Operating Systems.

Advanced operating system knowledge with expertise of at least one operating system.

Advanced Monitoring design with specialist knowledge in a common platform.

Advanced infrastructure design with specialist knowledge of at least one of System Center Operations Manager or SolarWinds NPM or equivalent product.

Thorough understanding of all related area of IT and communications such as SNMP, TCP/IP, Common Port and Server.

Desirable

Version Control software.

In depth understanding of the information and service delivery needs of NHS Wales.

Proven experience of working in IT support and experience of project management.

Experience
Essential
Significant experience of working in an infrastructure monitoring and support role.

Proven experience in the analysis, design development and project management of monitoring systems.

Proven record in the delivery and support of major IT systems.

Understanding of NHS Clinical/ Administrative Information and IT requirements

Experience in supervising IT Development and Support staff.

Excellent understanding and record of translating business/functional requirements into specialist technical specifications and complex operational IT systems.

Demonstrate a track record of delivering successful projects.

Experience and responsibility for service delivery.

Desirable

Experience of taking a lead role in system development.

Experience of working in an NHS/Healthcare or Public Sector environment.

Skills and Attributes

Ability to communicate with staff up to a senior level on complex business or clinical processes.

Ability to manage and motivate technical staff by contributing to personal development plans and identifying training needs.

Ability to learn and assess new technologies quickly, understanding their wider implications and where appropriate implementing them.

Ability to organise own work and manage a team effectively.

Implement Change Management methodology within team environment.

Ability to analyse and resolve complex IT issues.

Proven project management ability.

Write structured application code.

High quality written and verbal communication skills.

Excellent presentational skills.

Confident, and flexible towards needs of service.

Ability to manage under pressure.

Professional and positive approach to work.

Ability to establish good working relationships with people at all levels.

Determined and self-motivated.

Ability to work under own initiative, whilst providing effective leadership both directly to own staff and to groups whilst being an effective member of a Multi-disciplinary environment.

Ability to deliver and steer numerous projects through the complete cycle within agreed time scales.
Innovative and strategic thinker.

Welsh Language Skills are desirable levels 1 to 5 in understanding, speaking, reading, and writing in Welsh

Other

Able to work flexibly