JOB TITLE:	**ASSISTANT E.H.T. OFFICER (Information Technology)**
ACCOUNTABLE:	**IT MANAGER**
RESPONSIBLE TO:	E.H.T. Officer
PURPOSE OF THE JOB:	To carry out first line support for the I.T Department. Will be responsible for handling the ticket system and support helpline. Will assist in the installation, maintenance and management of the Gibraltar Health Authority's systems, both regards hardware and end user software applications.

DUTIES & RESPONSIBILITIES:

- Be responsible for handling end user requests via the Helpdesk (Email, Phone or Ticket system) for anything related to Workstations or peripherals.
- Be able to support and diagnose any workstation hardware and software issues within the GHA clinical and administrative environments, the majority based around Microsoft OS's and Applications (Microsoft Office both on premise and Office 365 Cloud & Related Microsoft Cloud Technologies).
- To install, upgrade and maintain new and existing end user hardware and software.
- Be able to use Desktop Management software for software or patch deployments.
- To maintain and administer end user desktops and related applications.
- To maintain documentation within clinical and administrative environments (Knowledge base).
- To support and assist the EHT Officer.
- Any other duties as may be defined by the IT Manager or his representative.
- To undertake any other reasonable duties and responsibilities as requested by GHA Management.

KNOWLEDGE/EXPERIENCE:

- Experience in working and supporting a Microsoft based Server and Workstation environment, including managing Active Directory and related services and permissions (DNS, DHCP, User\Department accounts\membership and Permissions).
- Knowledge of network security products primarily web filtering and proxy devices, and the implications of their use.
- To have experience with creating and managing Office 365 users\accounts

It is important that the post-holder has:

- Excellent verbal and written communication skills.
- Good organisational skills.
- The ability to participate in the development of both the GHA and its IMT department.
- An appreciation for the need to offer an efficient and high quality service to all users.

OTHER SKILLS/APTITUDES:

- Patient, considerate to users, self motivated and able to meet set goals.
- Must be approachable and continually understand users' priorities and needs when taking actions or making decisions.
- Must be able to deal with users at all levels within the GHA.
- Must enjoy working in a busy and demanding environment and capable of effectively responding to continually changing situations.
- Must be prepared to work at multiple sites when required owing to the dispersed nature of the health service information systems.
- To acknowledge the critical nature of information systems in a health environment.
- Must be prepared to work outside normal working hours when required.

PROFESSIONAL DEVELOPMENT:

- To undertake such training as is deemed appropriate by the GHA.
- To maintain a programme of continued professional development.

OTHER:

- To comply with G.H.A. policies and guidelines.
- To be responsible for the safe and healthy operation of working area/activities within the service area in accordance with the G.H.A. Health and Safety policy.
- To observe and promote safe moving and handling policies, procedures and guidelines including location and effective use of equipment in accordance with G.H.A. policy.
- All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigations undertaken.

CONFIDENTIALITY:

The post holder must maintain the confidentiality of information about patients, staff and other health service business in accordance with GHA Policies and Procedures, the Official Secrets Act 1911 and1920 and the provisions of the Gibraltar Data Protection Regulations.

CONFLICT OF INTEREST:

The Gibraltar Health Authority is responsible for ensuring that the service provided for patients in its care, meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. Staff are not allowed to further their private interest during their GHA duties.

Due to the transformational agenda the GHA is going through, it is likely that the responsibilities of this post will evolve over time. The duties of the post holder will be subject to regular/appraisal and any amendments will be made in consultation and agreement with the post holder.

This Job Description if a reflection of the post at the present time and is subject to alterations in detail and emphasis in the light of any future development in consultation with the post-holder.

Signature of
Post-holder……

Date……..

Signature of
Relevant line manager……..

Date……..

First review date……

Subsequent reviews…….……

Job Person Specification

POST: Assistant Electronic Health Technician Officer

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
QUALIFICATIONS & EXPERIENCE	a) Five GCSE (or GCE 'O' Level) passes at grades A, B or C, or CSE Grade 1, two of which must be in English Language and Mathematics, or an equivalent or higher qualification. And; b) Where a degree or equivalent qualification is used in lieu of English Language and/or Mathematics at GCSE level, the qualification must demonstrably contain sufficient relevant content in these areas.	
Networking Experience Server Infrastructure Experience	An IT-related degree or relevant vendor-specific qualification, e.g. Microsoft, Cisco, etc. Or: A minimum of two years' experience in networking, including installing network cabling and fault-finding connectivity issues. Or: A minimum of two years' experience in server infrastructure, including physical and virtual environments, Microsoft Active Directory, DNS, DHCP, file services, print services, and Group Policy. Or:	

Desktop Infrastructure Experience	A minimum of two years' experience in desktop infrastructure, including desktop management, software support, and software deployment. Or:	
Cloud Technologies Experience	A minimum of two years' experience in cloud technologies, including Microsoft 365/Azure and Sophos Central. Or:	
Microsoft Environment Experience	A minimum of two years' experience working within a Microsoft-based server and workstation environment. Or,	
Microsoft 365 Account Administration	A minimum of two years' experience creating and managing Microsoft 365 user accounts.	

SPECIALIST KNOWLEDGE AND SKILLS	Candidates must be fluent in both English & Spanish.	Excellent verbal and written communication skills.
	Be a team player and have excellent communication skills, both orally and in writing.	Good organizational skills.
		Ability to participate in the development of the GHA and its IMT department.

		Patient, considerate, self-motivated, and goal-oriented.
		Approachable and able to understand users' priorities and needs.
		Ability to deal with users at all levels within the GHA.
		Ability to work in a busy and demanding environment.
		Willingness to work at multiple sites when required.
		Acknowledgment of the critical nature of information systems in a health environment.
		Preparedness to work outside normal working hours when required.
		Knowledge of network security products, web filtering, and proxy devices.