**JOB DESCRIPTION**

**Job title:** ICT Manager

**Grade:** VII

**Reports to:** Financial Controller

**Working Hours:** 35 hours per week

Mission and Values of the Hospital

#### Mission

We strive for excellence in meeting the holistic needs of our patients in a caring and healing environment in which the essential contribution of each member of staff is valued.

The values of human dignity, compassion, justice, quality and advocacy rooted in our mission guide us in our work.

We will, within the foregoing context, make every effort to maintain excellence in clinical care, teaching and research.

*Comh mheas, comh bhá, comh phártíocht agus*

*comh oibre bunsraith ár gcuid saothar uile*.

**Core Values**

*Human Dignity*

*Compassion*

*Justice*

*Quality*

*Advocacy*

**Role Summary:**

To manage and lead the ICT Department, including the ICT Helpdesk team, in ensuring that the ICT service delivered meets the hospitals expectations.

This is a hands-on role involving sourcing, installation and support of the St. Michael’s hospital ICT infrastructure and applications.

The role will require working closely with other members of ICT management within the SVHG group to ensure that ICT is aligned.

Essential Experience:

* Min. 3 years’ experience in a Senior ICT role including team management
* Experience working with Microsoft Server Infrastructure
* Experience with ICT Project Management
* Experience working with cyber security applications and tools
* Experience working with 3rd party vendors

Desirable Experience:

* Experience working with VMware vCenter/ vSphere in a high availability environment
* Experience working with LAN networking devices and associated systems
* Experience working with Veeam Enterprise backup solution
* Experience working with SAN Management and SAN network topologies
* Microsoft or Cisco certification
* Experience working in a hospital

Person Specification: *(e.g. Key Skills & Competencies Required:*

* Keeps themselves and others informed on progress through regular review meetings and updates
* Confident communicating with senior management, colleagues and stakeholders across the group
* Takes responsibility for the achievement of personal and staff deadlines
* Prioritises tasks within the department in a timely manner
* Keeps up to date with information from relevant sources and people to make decisions
* Uses experience and knowledge to identify gaps within Department
* Excellent communication and listening skills within own team and to non ICT colleagues
* Facilitate two-way communication up and down the department and organisation structure
* Makes decisions and solves problems in a timely manner
* Mentor and coach ICT staff
* Identifies staff/ performance issues and deals with them in a timely and constructive manner
* Works as part of the team to establish a shared sense of purpose and unity
* Demonstrates a willingness to become involved and help team members if they are under pressure
* Shares own experience and provides coaching to increase competence
* Understands clearly the roles and responsibilities of the ICT Department
* Continuously trying to identify areas of improvement and where efficiencies can be introduced
* Works well in a high paced and busy ICT Department
* Embraces change by being enthusiastic and flexible to new ideas. Empowers the team to make improvements

**General Accountability:**

* Perform the role of Data Protection Officer.
* Anticipate the impact of change and manage the organisation through periods of transition
* Manage ICT costs through rigorous business case development and the measurement of outcomes, including compliance with National Public Procurement Policy Framework
* Set and achieve user-driven standards of operational performance for applications
* Develop & implement effective operational performance measures
* Negotiate cost effective solutions with user groups as appropriate
* Negotiate systems enhancement priorities with users and promote user understanding and ownership of resource allocations as agreed with senior management
* Keep abreast of relevant data protection legislation and ensure adherence to same
* Manage internal and external audits within the ICT function, evaluate and implement findings.
* Co-operate with Risk Management Programmes, Safer Better Healthcare Standards Implementation Process, the implementation of other HIQA guidelines and recommendations, and with Health & Safety Programmes, JCI and other programmes & processes as deemed relevant.

**Specific Accountability:**

**Technical Infrastructure & Systems**

* Provide the required ICT functionality, software & hardware, in an effective, efficient, secure and cost-conscious manner
* Manage network workplace and hardware infrastructure in the hospital environment
* Ensure the integrity of the hospital technical infrastructure and systems architecture
* Ensure adequate backup and recovery strategies and systems are in place and reviewed regularly
* Manage, evaluate and ensure security concerns for the organisation are addressed, e.g. anti-virus, firewall configuration, internal and external penetration testing and user access controls / user account management

**Service Providers & Outsourcing Relationships**

##### Manage, monitor and review the relationships with service providers and ensure that high levels of service are received and maintained

* Manage and review current outsourcing agreements and identify and negotiate new solutions in an expanding outsourcing environment
* Participate in contract negotiations, signing of legal contracts and various service level agreements within pre-agreed limits
* Adhere to and keep abreast of Irish and European tendering and contract law

**Project Management**

##### Plan, manage and deliver ICT programmes and projects

##### Maintain standards of excellence in developing, implementing and supporting ICT solutions

##### Deploy project and performance management skills and methodologies to ensure timely, effective and cost-efficient systems delivery and associated maintenance

**ICT Policy and Strategic Planning**

##### Review, maintain and develop ICT policy and procedures, which supports the hospital’s needs and strategic objectives

##### Contribute and advise on the overall strategy in the context of ICT as a support function, as required

##### Keep abreast of emerging trends in technology and their potential implications on the hospital’s goals and objectives

##### Initiate the development of an ICT service plan and report regularly on same

**Budgetary Management**

##### Manage annual departmental budgeting, expenditure control, cost containment/

##### reduction for the ICT Department

##### Define key performance indicators where appropriate and report on same

**The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.**

**Conditions of Employment:**

* Annual Leave Entitlement: 30 days per annum pro- rata. Annual leave is calculated January to December of each year.
* Sick Leave Regulations: Please refer to contract of employment.
* Probationary Period: The appointee shall hold office for a probationary period of six months.
* The terms of the Hospitals Superannuation Scheme (VHSS & SPSPS) will apply to this position.
* A minimum of 1 months’ notice of termination of employment is required. Notice of termination of employment must be received in writing.
* Uniform Policy must be adhered to at all times.

**Please note the following:**

* The Hospital Board is not responsible for loss or theft of personal belongings.
* Fire orders must be observed and staff must attend fire lectures every 2 years.
* Mandatory training must be adhered to and recertified before expiry timeframes occur i.e. Manual Handling, Basic Life support, Intravenous assessment, Hand hygiene education, waste management and Mission effectiveness programme.
* All accidents within the department must be reported immediately.
* In line with the Safety, Health and Welfare at Work Act (1989 & 2005), smoking within the Hospital building is not permitted.
* All Staff are advised to avail of Hepatitis B Vaccination with Occupational Health.

**Policies/Legislation:**

All hospital policies and procedures form an integral part of an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at work, Trust in Care, Computer Usage Policy) and the hospitals ethical codes of practice.

**Confidentiality**

In the course of your employment you may have access to, or hear information concerning the medical or personal affairs of patients, students, staff and / or other health service business. Such records and information are strictly confidential and, unless acting on the instruction of an authorised officer, such information must not be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

**Hygiene**

During the course of employment staff are required to ensure that the hospital’s hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital’s Hygiene processes. Hygiene is a fundamental component of St Michaels Hospital’s quality system to ensure the safety and well-being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

**Benefits of working at St Michaels Hospital**

* Defined benefit pension scheme.
* Access to learning and development opportunities.
* Library facilities.
* Subsidised staff restaurant.
* Subsidised pharmacy.
* Access to subsidised gym facilities.
* Access to health services credit union.
* Group discount for health insurance.
* Excellent access to public transport including dart and bus routes.
* Tax saver commuter ticket scheme.
* Bike to work scheme.

**This job description will be subject to review in the light of changing circumstances and may include any other duties and responsibilities as may be determined from time to time.**

**Notes**

The extent and speed of change in the delivery of health care is such that adaptability is essential in this position. The incumbent will be required to maintain and enhance their professional knowledge, skill and aptitudes necessary to respond to a changing environment. The job description must be regarded as an outline of the major areas of accountability, which will be reviewed and amended on an on-going basis.

**Reviewed:** September 2022

**Next review:** September 2024

Signed by Employee ……………………………………….

Date …………………………………………………………………