

## **JOB DESCRIPTION**

### **GENERAL INFORMATION**

**Title:** IT Senior Laboratory Systems Analyst

**Grade:** Band 7

**Job base:** Royal Brompton Hospital

**Accountable to:** IT Systems Support Manager

**Disclosure & Barring Service (DBS) checks (please delete as appropriate):**

Not required

### **Job summary**

The purpose of the role is to provide support, maintain and develop the Trust's current and future Pathology IT Systems as part of the wider Systems Team. This includes CliniSys WinPath, ICE, BloodTrack amongst others, and Epic Beaker following our migration to Epic in 2023.

### **Main tasks and responsibilities**

- To have particular responsibility for the management, support, maintenance and service development of the IT systems used within laboratory medicine, and those that interface to Trust clinical systems including CliniSys WinPath, CliniSys ICE, Haemonetics BloodTrack, point of care testing systems and Laboratory Equipment Interfaces.
- To be responsible for reviewing, writing, and validating IT and IT related Standard Operating Procedures, and Guidelines.
- To participate in local management meetings, decision making, and policy implementation with particular reference to IT issues.
- To maintain an up-to-date knowledge of the developments and applications with the Pathology wide IT systems, and to be responsible for the implementation of changes as required.
- To be responsible for the development of the Laboratory based IT systems, to ensure the efficient and secure handling of Laboratory data.
- To be aware of the biomedical assay techniques in use in the Laboratories, and the IT system requirements to enable efficient reporting of results.
- To provide expert IT specialist advice to laboratory staff.
- To be actively involved in the IT related aspects of the evaluation, implementation, and integration of new technology and methods, in conjunction with senior management staff.
- To have and maintain a thorough knowledge of all laboratory robotic instrumentation and related software in order to configure them to perform assays and enable work list/interfaces to be produced for the exchange of data with Pathology linked computer systems.
- To design, trial, test and evaluate new IT methods and processes for use and application in and across linked laboratories.

- To ensure that the quality and integrity of the laboratory information is maintained and appropriately stored.
- To be a "Super User" for IT systems including CliniSys WinPath, CliniSys ICE, Haemonetics BloodTrack with basic working knowledge of other primary systems in the Systems team (EPR, PAS etc), to provide cover for other labs systems led by other members of the Systems team.
- To be able to effectively carry out data searches using WinPath query or CliniSys pathmanager for workload, epidemiology, turnaround time statistics and other data, as and when required.
- To assist with the purchasing of IT related laboratory equipment, including supporting the writing of business cases for procurements.
- To help to ensure that laboratory resources are utilised economically by proposing IT changes to working practices that will have a cost-effective impact.
- To be able to provide expert advice and technical support to all members of staff on key aspects of the Laboratory Information Systems.
- To be familiar with search tools on the Laboratory Information Systems and be able to extract epidemiological, workload, and other data as and when required.
- To be responsible for assisting with the set-up and maintenance of any interfaces between the Laboratory Information Systems and analytical equipment used by the department, in liaison with the system managers.
- To liaise with other Laboratory Medicine IT leads and to attend relevant Laboratory Information User groups/Meetings in order to discuss and resolve IT issues and help formulate future Pathology IT strategies.
- To take the lead with the Pathology Department for the update, operation and implementation of current and new Laboratory Information Systems
- To provide IT support for third party supplier upgrades. To liaise with department managers to resolve IT issues with third party suppliers.
- To teach and train all medical, administrative, scientific and technical laboratory staff in the use and application of IT systems.
- **Communication**
  - Liaise with external suppliers with regards to systems/applications used within Pathology.
  - Liaise with staff within Pathology to ensure all requirements are met.
  - Liaise with other members of the IT Department on behalf of the Pathology Department.
  - Liaise with other member of the IT Department for day to day routine issues such as Server and Network problems.
- **Policy & Service development**
  - Assist in the development of application standards and related operational procedures.
  - Develop policies for system upgrades.
  - Develop policies/document for day to day routine system requirements.
- **Information management**
  - Ensure any Management Reports that are required are produced.
  - Monitor interfaces between the Pathology system and other systems.
  - Observe Change Management procedures at all times including:
    - Maintenance of the Asset Register.
    - Upkeep of Installation Project Control files.
    - Maintenance of System Documentation.
    - Interface documentation including diagrams.
  - Assist in identifying and resolving system related issues.

- Help to ensure the IT Department maintains confidentiality of data in accordance with the Data Protection Act. Also to help ensure system security is maintained.
- Ensure that support requests are logged through the IT helpdesk team, recorded and followed up with explanatory notes as appropriate. When resolved, provide all the relevant information for subsequent investigation and for adding the case to the general core information of IT issues in the Trust.

- **Project Management**

- To assist project managers with the management of projects that require your input on as a subject matter expert.

### **Other duties**

To abide by the Trust's Core behaviours for staff and all other Trust policies, codes and practices including standing financial instructions, research governance, clinical governance, patient and public involvement, codes and practices, and health and safety.

To undertake any other duties commensurate with the grade as requested.

To abide by the Trust's core behaviours for staff and all other Trust policies including standing financial instructions, research governance, clinical governance, patient and public involvement, codes and practices, and health and safety policies

Due to the post requirement, the post holder will have unrestricted access to most corporate computer resources. The post holder will observe and adhere to the relevant Security and confidentiality policies in all areas, e.g. NHSNet, the Corporate Network, the Computer room. Data stores on central servers etc.

The post requires a flexible approach to working hours. The position may necessitate some out of hours working, some or all of which may be dedicated to provide user support. The normal working hours for this position are 9 to 5.

The post will be based at Brompton site but the post holder will be expected to work freely on both Trust sites. The organisation supports remote working although will require you to be on site at times.

**This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.**

## **ADDITIONAL INFORMATION**

### **Trust mission**

To be the leading national and international centre for the diagnosis, treatment and care of patients with heart and lung disease, creating and disseminating knowledge through research and education

### **Confidentiality**

During the course of your employment you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly that relating to patients and staff.

In order to comply with the Data Protection Act 1998 you must not at any time use personal data held by the Trust for any unauthorised purpose or disclose such as data to a third party.

You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trust, unless expressly authorised to do so by the Trust.

## **Health & Safety**

### **Smoking**

It is the policy of Royal Brompton & Harefield Hospitals that all people who work for the Trust or, while on its premises, obtain treatment or visit the Trust in any capacity, do so without exposure to tobacco smoke, and so smoking of cigarettes and E-cigarettes is not allowed anywhere on any Trust premises.

The Trust aims to provide appropriate support, in partnership with local Occupational Health and Community Services, to ensure that Trust staff and patients can access practical help and support in their attempts to stop smoking.

This policy is based on clear evidence that, in addition to the health risks taken by smokers themselves, others who breathe in exhaled tobacco smoke (passive smokers) have increased risk of disease.

NHS Estates have notified all NHS agencies that E-Cigarettes and the charging there of are not permitted within any Trust property (including accommodation).

### **Diversity**

You are at all times required to carry out your responsibilities with due regard to the Trust's Diversity policy and to ensure that colleagues or staff that you manage receive equal treatment throughout their employment with the Trust.

### **Risk management**

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

### **Conflict of interests**

You may not without the consent of the Trust engage in any outside employment. In accordance with the Trust's Conflict of Interest policy, you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment in the Trust. Interests that might appear to be in conflict should also be declared to your manager.

In addition, the NHS Code of Conduct and Standards of Business Conduct for NHS Staff (HSG 93/5) requires you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public organisation or other NHS voluntary organisation) or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently whenever such interests are gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position that may give rise to a conflict between your private interest and your NHS duties.

## **CODE OF CONDUCT FOR PROFESSIONALLY QUALIFIED STAFF GROUPS**

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

### **Disclosure & Barring Service checks (where relevant)**

If the post has been identified as being an 'eligible position' under the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975* or, in some cases, the *Police Act 1997*, it meets the eligibility criteria for a disclosure to be requested through the Disclosure and Barring Service (DBS). Where a DBS check is indicated above applicants who receive a conditional offer of employment will need to complete a satisfactory DBS check prior to the appointment being confirmed.

With the exception of Basic disclosure certificates which only contain information about unspent convictions, all other DBS level checks will disclose both spent and unspent convictions, cautions (including reprimands and final warnings) which are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions Order) 1975 (as amended)*. Enhanced disclosures may also include other relevant police information where this is deemed relevant to the position you are applying for.

A criminal record will not necessarily bar you from appointment - that will depend on the nature of the position for which you are applying and the particular circumstances of the incident(s).

You are obliged to inform the Trust if at any time in the course of your employment you are the subject of a police investigation, or are convicted of a criminal offence.

You must also inform the Trust immediately if at any time during your employment you are the subject of an investigation by the Independent Safeguarding Authority or are Barred from either its Children's Barred List or Adults' Barred List. Failure to comply with these requirements may result in disciplinary action. You will be committing a criminal offence if you seek to undertake or undertake any Regulated activity while Barred by the Independent Safeguarding Authority from either its Children's Barred List or Adults' Barred List.

### **Core behaviours for all Trust staff**

All staff will:

- Act with honesty and integrity at all times
- Demonstrate respect for others and value diversity
- Focus on the patient and internal and external customer at all times
- Make an active contribution to developing the service
- Learn from and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as ambassadors for their directorate and the Trust
- Be aware of the impact of their own behaviour on others
- Be discreet and aware of issues requiring confidentiality

In addition, all managers and supervisors will:

- Value and recognise the ideas and contributions of all team members
- Coach individuals and teams to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Give ongoing feedback on performance, and effectively manage poor performance
- Provide support and guidance to all team members
- Encourage their team to achieve work/personal life balance
- Actively listen to comments/challenges and respond constructively
- Lead by example, setting high standards
- Ensure that there are sufficient resources for their team and rebalance priorities accordingly
- Provide a safe working environment

## **Infection and Prevention Control**

All Trust staff will:

- Act as a role model and champion for the highest standards of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.
- Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

The Royal Brompton & Harefield Hospitals Group is a non-smoking organisation.

**Confirmed as accurate by post holder:.....**

**Date:.....**

**Confirmed as accurate by manager:.....**

**Date:.....**

**Date:**

## PERSON SPECIFICATION

### GENERAL INFORMATION

**Post:** IT Senior Laboratory Systems Analyst

**Grade:** Band 7

**Directorate/Department:** Information & Technology

REQUIREMENTS	ESSENTIAL	DESIRABLE
<b>EDUCATION &amp; QUALIFICATIONS</b>	Specialist knowledge and expertise acquired through degree level or equivalent qualification/experience plus additional specialist knowledge.	Recognised IT Systems Qualifications  Degree in Biomedical Science
<b>EXPERIENCE &amp; KNOWLEDGE</b>	Good understanding of CliniSys WinPath, CliniSys ICE, Haemonetics BloodTrack or other LIMS.  Good knowledge of Microsoft Windows environments.  Extensive experience of supporting Pathology IT systems within a laboratory.	LabVantage experience.  Experience or accreditation with Epic Beaker  ITIL  Database Management  Understanding of systems integration  Awareness of the UKAS and MHRA Standards and Regulatory requirements governing Pathology Laboratories.
<b>SKILLS &amp; ABILITIES</b>	Effective Team member.  Excellent interpersonal, verbal, written and presentation skills.	

	<p>Good organization and prioritization skills.</p> <p>Problems solving and the ability to evaluate the impact of improvement initiatives.</p> <p>Tenacity and resilience.</p> <p>Ability to think and act strategically but also to manage operational realities.</p> <p>Candidates must be able to think strategically and keep track of progress towards achievement of milestones, whilst at the same time having a thorough understanding of events happening at the detail level.</p>	
<b>PERSONAL QUALITIES</b>	<p>The ideal candidate will need to possess a strong blend of enthusiasm, confidence, and an ability to work unsupervised.</p> <p>Excellent oral communication skills, with an ability to use tact and be able to communicate with all levels of staff.</p> <p>A person who can demonstrate that they can work effectively across different professional boundaries.</p> <p>To show initiative in contributing to service development and having a positive attitude to change.</p> <p>To be flexible, analytical and forward thinking.</p> <p>A professional attitude in dealing with external contractors and suppliers thereby promoting the IT and Pathology departments.</p>	
<b>OTHER REQUIREMENTS</b>	<p>Good analytical skills for spotting or anticipating weaknesses in processes (manual or system), along with the ability to organise and implement correction.</p> <p>An understanding of related technology, its direction, and its</p>	

	<p>application to business, to include knowledge of PC configurations, Active directory and MS based operating systems.</p> <p>Punctual and absolute reliability in time keeping, ensuring an effective service.</p> <p>Diligent and hard working.</p> <p>The ability to work flexible hours where required where system changes to core operational systems cannot be made during normal office hours.</p>	
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**Date: 06/12/2021**