Client Application & System Support Officer (PCMIS)

Department of Health Sciences

Closing date: 29 January 2018

Interview date: TBC

Vacancy reference: 6282
INTRODUCTION

We have an opportunity for a Client application & system support Officer to play a key role in providing customer focussed system support for PCMIS, an innovative Case Management System across external NHS and Mental Health organisations. The Department of Health Sciences provide PCMIS to over 12,000 health care professionals in the UK and Australia, supporting NHS services as part of the national Improving Access to Psychological Therapy (IAPT) programme, as well as children and young person services, military veterans, HE student services, research trials and a range of other health services. PCMIS aims to provide a sustainable world class Case Management System using innovative evidence based research to improve patient care and well-being for patients with mental health and mental health related problems.
# JOB DESCRIPTION

**At a glance**

- **Salary**: £24,983 — £30,688 a year
- **Hours of work**: Full time, 37 hours a week
- **Contract type**: Fixed term for 12 months
- **Based at**: University of York — Campus West

**Main purpose of the role**

Working within the existing PCMIS customer support team you will be responsible for providing high quality 2nd line customer focused support, troubleshooting end users issues and helping support PCMIS and associated applications for existing and new healthcare services. Providing customer day-to-day IT Support activities, end-user advice, guidance and telephone support, including PCMIS applications, database support, SQL database administration and assist with application system training.

**Key responsibilities**

(Role holders will be required to undertake some or all of the duties below)

- Customer focused support of the web based Psychological Therapy database (PCMIS) to end users from external NHS services and other organisations
- SQL database administration
- Analysis and problem solving
- Setup of new systems features and options for new and existing PCMIS users
- Telephone support for external PCMIS users
- Liaise with external NHS organisations to discuss service requirements, setup and deployment
- Provide a useful, reliable and cost-effective support service
- Liaise with PCMIS Business and System teams to provide a constant high level of customer satisfaction
- Establishing and maintaining relationships with healthcare professionals
- Represent PCMIS at meetings and events

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**Hours of work**

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**Contract type**

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**Based at**

- University of York — Campus West
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Relevant degree or equivalent</td>
<td>Essential</td>
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<tr>
<td>ITIL foundation certified</td>
<td>Desirable</td>
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## Knowledge

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<thead>
<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Knowledge of web services and database technologies</td>
<td>Essential</td>
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<tr>
<td>Administration of large-scale services</td>
<td>Essential</td>
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<tr>
<td>Interact with and convey information (verbal and written) to colleagues with varying degrees of IT literacy</td>
<td>Essential</td>
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<tr>
<td>Good knowledge of computer hardware and software</td>
<td>Essential</td>
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<tr>
<td>Knowledge of SQL</td>
<td>Essential</td>
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<tr>
<td>Working knowledge of all Microsoft Office applications, particularly Word Excel, Access and Powerpoint</td>
<td>Essential</td>
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<tr>
<td>Knowledge of Microsoft SQL databases</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of specialist operating systems and programming languages</td>
<td>Desirable</td>
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<tr>
<td>Programming and/or database development skills</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of networking infrastructure</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of Mental Health or Health related research areas</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of Department of Health Improving Access to Psychological Therapy Programme (IAPT)</td>
<td>Desirable</td>
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## Skills, abilities and competencies

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<thead>
<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Able to demonstrate good communication and problem solving skills</td>
<td>Essential</td>
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<tr>
<td>Ability to organise, prioritise and present work</td>
<td>Essential</td>
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<td>Able to review systems and make recommendations for improvements</td>
<td>Essential</td>
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<tr>
<td>Demonstrate high level of IT skills with the ability to use a range of software including MS office</td>
<td>Essential</td>
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<tr>
<td>Ability to work in a consistently reliable and accurate manner</td>
<td>Essential</td>
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<tr>
<td>Ability to work independently and as part of a team</td>
<td>Essential</td>
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<tr>
<td>Ability to work effectively and responsibly without close supervision</td>
<td>Essential</td>
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<td>Ability to work to deadlines when under pressure</td>
<td>Essential</td>
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<tr>
<td>Well organised and able to respond positively to competing demands</td>
<td>Essential</td>
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<tr>
<td>Excellent interpersonal skills with personal commitment to excellence in service provision</td>
<td>Essential</td>
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# PERSON SPECIFICATION

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<tr>
<th>Ability to advise on the introduction of professional procedures for deploying applications software and to manage their operation</th>
<th>Desirable</th>
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<td>Data management and statistical analysis</td>
<td>Desirable</td>
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## Experience

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<thead>
<tr>
<th>Experience of working in a customer focused admin/IT support team</th>
<th>Essential</th>
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<tr>
<td>Experience of providing high quality customer support</td>
<td>Essential</td>
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<tr>
<td>Experience of database administration</td>
<td>Essential</td>
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<tr>
<td>Experience of supporting and delivering system training</td>
<td>Desirable</td>
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<tr>
<td>Working in an IT service role in the NHS or Health related higher education sector</td>
<td>Desirable</td>
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## Personal attributes

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<tr>
<th>Willingness to work in a flexible manner</th>
<th>Essential</th>
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<tr>
<td>A commitment to delivering a high quality customer focussed service</td>
<td>Essential</td>
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<tr>
<td>Willingness to learn new technologies</td>
<td>Essential</td>
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<tr>
<td>Able to work effectively both independently and as part of a team</td>
<td>Essential</td>
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<tr>
<td>Professional and flexible approach to work</td>
<td>Essential</td>
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<td>Highly motivated and adaptable</td>
<td>Essential</td>
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<td>Friendly, supportive and approachable manner</td>
<td>Essential</td>
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<tr>
<td>Able to work with integrity and confidentiality</td>
<td>Essential</td>
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THE DEPARTMENT

The Department

The Department of Health Sciences is one of 30 academic departments and research centres at the University of York. Large and vibrant, we are currently ranked joint 1st in the UK for our research environment, and 7th overall in UoA2, public health, health services and primary care (REF 2014).

Through our teaching and internationally renowned research, we aim to improve health and healthcare through the application of evidence-based practice.

Our multidisciplinary department comprises a wide range of pre- and post-registration educational programmes in health and social care, combined with research teams typically involving clinicians, statisticians, trialists, health economists, psychologists, sociologists and epidemiologists.

Nursing and midwifery

Our challenging undergraduate courses enable students to achieve professional registration as nurses or midwives. Teaching is designed with the needs of employers in mind. It is developed in close collaboration with commissioners, the NHS and private sector partners. Hence we have an excellent record for students achieving immediate employment after their pre-registration nursing and midwifery programmes.

We have some 1,650 students enrolled on our pre-registration nursing, midwifery and post-registration programmes. We recruit to all four fields of nursing – adult, child health, learning disability and mental health. We were voted top department for nursing and paramedical studies in England in the 2014 Guardian League table and our BA (Hons) Midwifery Practice programme was re-accredited with the UNICEF ‘Baby Friendly’ award, for excellence in infant-feeding educational content.

Our NHS teaching income is approximately £7.6m per annum.

Post-registration

In terms of post-registration provision we offer degrees, short courses and study days across a wide range of areas, from generic courses to specialist areas.

The programmes have been developed in collaboration with strategic partners including a range of senior managers working in acute, community and primary care settings as well as education commissioners. Increasingly these courses have been tailored to meet changing workforce demand in line with national drivers.

Our post-registration portfolio is open to a wide range of allied health professionals including paramedics, as well as post-registration nurses and midwives.
THE DEPARTMENT

Postgraduate

We currently have some 142 postgraduate students working with us and we provide an exciting, multidisciplinary learning environment with a flexible programme of modules and a range of study pathways that are relevant to the needs of health professionals, managers and those seeking a career in health related research nationally and internationally.

Our programmes have been designed around the particular strengths and experience of the academics within our Graduate School and reflect the latest thinking in health and healthcare.

We offer a Masters in Public Health, in association with the Hull York Medical School, an MSc in Applied health Research as well as a number of Clinical Masters programmes and an MPhil/PhD in Health Sciences.

Research

The excellence of our research was recognised in the recent Research Excellence Framework (REF 2014) in which we were rated 7th nationally in public health, health services and primary care and joint first for our research environment.

Our research is characterised by interdisciplinary and international collaboration, a robust scientific foundation and relevance and impact for policy and practice.

We have research teams working in five, main clinical areas, including:

- cancer epidemiology and cardiovascular health
- health services and policy
- mental health and addiction
- public health and society
- trials and statistics

We have strong research and teaching links with the Hull York Medical School and other centres and departments at York, including the Centre for Health Economics and the Centre for Reviews and Dissemination as well as other leading UK and international centres of applied health research.

Our researchers are working to develop and apply rigorous methodology in randomised trials, systematic reviews, healthcare statistics, epidemiology and qualitative methods.

Our research-related income in 2013/14 was £7.6m with 140 staff involved in research. Funding comes from a number of sources including the National Institute for Health Research (NIHR), the Department of Health (DH), the British Heart Foundation (BHF), Leukaemia Research Fund (LRF), the Economic and Social Research Council (ESRC) and Medical Research Council (MRC).
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6282
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 29 January 2018

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to byron.george@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835