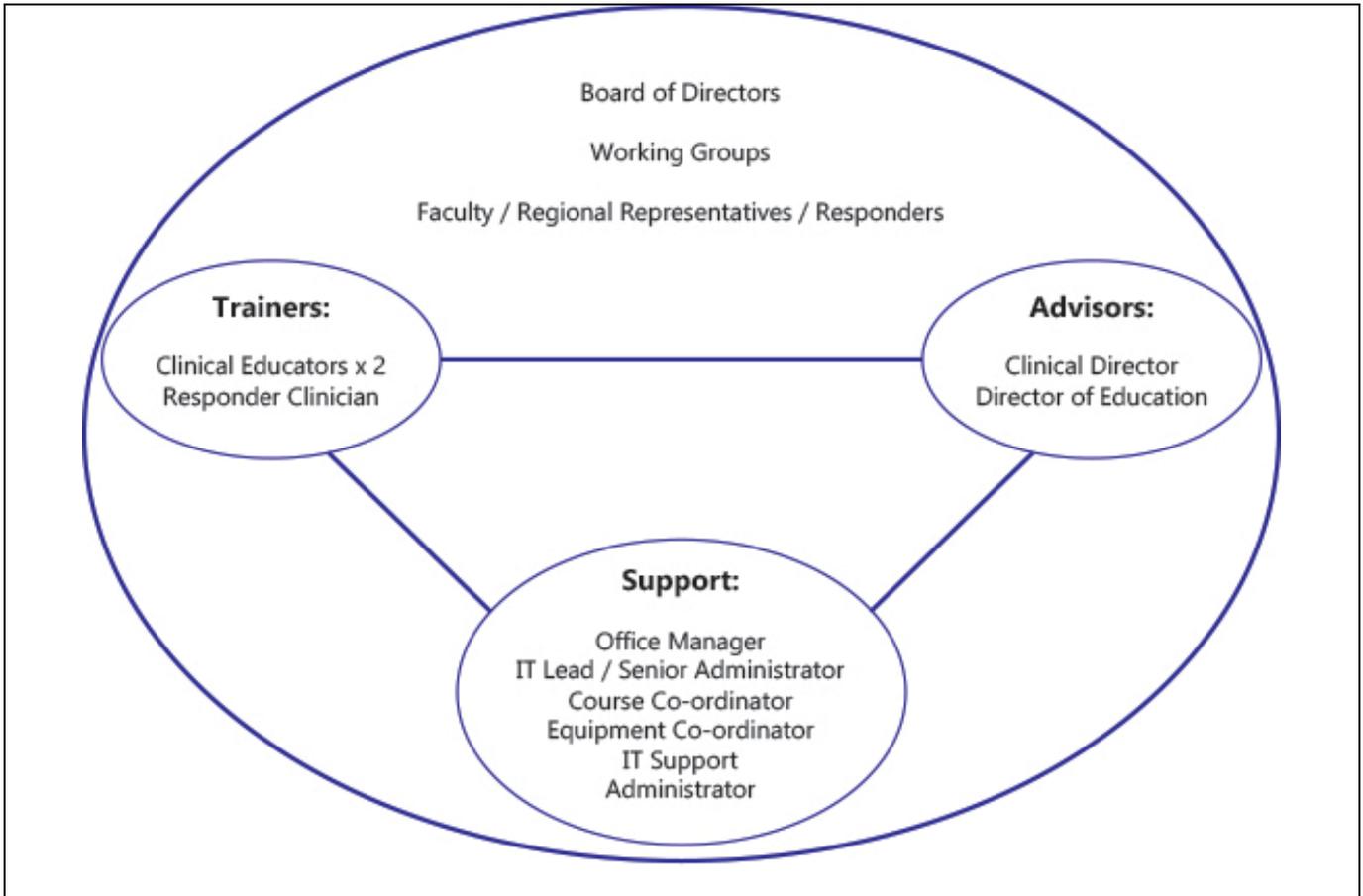




BASICS Scotland

Job Description

| JOB DETAILS | |
|---|--|
| JOB TITLE | I.T. Support Technician / Administrator |
| LINE MANAGER'S TITLE | Office Manager / I.T. Lead |
| JOB PURPOSE | |
| <p>The purpose of this post is to assist in the day to day operation of BASICS Scotland I.T. systems and provide a 1st line technical support service to both internal staff and external users. Additionally, to support the delivery of our courses to health practitioners through technical support, both electronic and practically, and to work with IT Lead to assist in the development of systems and resources to improve our educational delivery.</p> | |
| MAIN DUTIES & RESPONSIBILITIES | |
| <p>As part of the above role, the post holder will have responsibility for :</p> <p>Providing 1st line technical support:</p> <ul style="list-style-type: none">• To staff and external users of our web based systems including websites using Wordpress, E-learning portal• To users of internal computer systems including use of Windows & Microsoft Office and any other software used to complete tasks within the office• To users experiencing any hardware issues internally and externally• To users of the BASICS Scotland Responders App• To setup video conferencing system and provide ongoing technical support during meetings and training sessions <p>Supporting the delivery of our courses to health practitioners:</p> <ul style="list-style-type: none">• Administration of all contact, events and workflow data on Administrate, our cloud based CRM and events management system• Co-ordination and organisation of Tele Education, including managing the live sessions online, the web based content and delegate recruitment• Collation and presentation of data on delegates, courses, course evaluation and Patient Report Forms• Assist the IT Lead in the filming of teaching materials• Facilitate on courses, both weekdays and weekends (on a rota basis)• Support to Course Co-ordinator in organisation of courses when needed <p>Working with the IT Lead and the whole staff team to assist in the development of systems and resources to improve our educational delivery:</p> <ul style="list-style-type: none">• Development and maintenance of internal database systems (Administrate and Microsoft Access).• Maintaining and updating existing websites.• Maintaining and publishing on Social Media (Facebook and Twitter)• Any other administrative or I.T. related duties as required | |
| ORGANISATIONAL STRUCTURE | |



ROLE OF BASICS SCOTLAND

Our Vision: To give all healthcare professionals across remote and rural Scotland the skills and knowledge to provide high quality pre-hospital emergency care, and to create a comprehensive co-ordinated networks of trained BASICS Scotland Responders resulting in more resilient remote and rural communities with strengthened “Chain of Survival”.

Our Aims:

- a. **Education:** To provide high quality pre-hospital care education and training to health professionals by delivering courses throughout Scotland and delivering to match identified local needs. The delivery of education will be supported by multi-professional course instructors, which requires the maintenance of a rigorous system for identifying and training instructors to maintain this valuable cohort.
- b. **Pre-Hospital Care & Support:** To develop a network of BASICS Scotland Responders that actively support the Scottish Ambulance Service in providing immediate medical care on scene in remote and rural Scotland, and work in close partnership with the Sandpiper Trust to provide responders with equipment and ongoing support
- c. **Innovation:** To develop, pilot and deliver new educational resources, including using remote and other technologies to enhance the learning experience, underpinned by a rigorous examination of evidence bases to ensure high standards of education delivery

BASICS Scotland was established in 1995 to provide high quality pre-hospital emergency care training to health professionals (GP’s, Nurses and paramedics) working in Scotland. We provide a range of educational courses, delivering them throughout Scotland, as well as online through our Tele-Education courses. We aim to provide all our courses in the most supportive, informal and convenient manner as possible to those attending.

We work closely with The Sandpiper Trust, who provide Sandpiper Bags including a defibrillator to health

practitioners who have completed pre-hospital emergency care training and who request to become a BASICS Scotland Responder. This valuable symbiotic relationship makes BASICS Scotland unique amongst training providers in that not only do we provide education, we also provide participants with the equipment they are taught to use.

BASICS Scotland Responders work throughout remote and rural Scotland and work closely with Scottish Ambulance Service, the Emergency Medical Retrieval Service and hospital based pre-hospital care teams based in Scotland. Many Responders have also been issued with an automatic Vehicle Locator System to allow contact with their local Ambulance Control and tracking of their vehicle's location.

SYSTEMS AND EQUIPMENT

You will be required to use the following:

- Daily use of computer/laptop for prolonged periods of time.
- Standard Microsoft Office programs, eg Word, Excel, Powerpoint, Outlook.
- Wordpress – currently used for website network.
- Administrate – a cloud- based CRM and events management system
- Adobe Connect – currently used for video conferencing.
- Adobe Creative Suite – currently used for photo editing, marketing materials and video editing.
- Understanding of online video hosting and survey systems.
- Use of network printers and photocopiers when required.
- Use of Internet.
- Use of telephone systems.
- Use of equipment to provide methods of presenting information such as projectors, video, laptops etc.
- Use of video cameras and recording equipment.

ASSIGNMENT, GENERATION AND REVIEW OF WORK

The post holder will work closely with; the IT Lead, to progress development work; the Courses Co-ordinator to support the delivery of the educational programme and the Administrator. Day to day support will be provided by the IT Lead. The formal Line Manager is the Office Manager who will carry out the annual appraisal process.

The post holder will have a work plan and will meet with management and the clinical development team on a regular basis to discuss progress against their work plan and review priorities.

The post holder will have a level of responsibility and independence and would be expected to resolve all day-to-day issues and queries without the need for guidance. They will be able to prioritise workloads ensuring work plan and assigned projects are well-managed and completed on time whilst demonstrating high regard for quality of output as well as completion of the task.

COMMUNICATIONS AND WORKING RELATIONSHIPS

Within your everyday working environment you will:

- Keep your line manager informed of progress against your agreed work plan and highlight any potential issues or risks which may affect project or workplan delivery.
- Select and use appropriate communication styles to convey and provide advice and guidance on a range of technical concepts that are sometimes complex, so that they are understood by specialists and non-specialists.

- Participate in regular team meetings and internal staff events.
- Demonstrate excellent written and verbal communication skills to enable effective delivery by communicating clearly on technical advice and guidance.
- Liaise with external agencies in relation to work and services being delivered in all IT related matters.
- Take responsibility and ownership for tasks and follow through to completion.

MOST CHALLENGING PARTS OF THE JOB

- Being able to communicate with non-I.T. literate users and guide them through resolving any technical problems they may be having.
- Ability to incorporate new technologies and ease transition for staff with minimum disruption to the organisation.
- Providing solutions to problems where there is no known solution and there is a requirement to innovate.
- Maintaining a complex system whilst ensuring website access is easily accessible to all.
- Ensuring all systems are being used to their full potential and maintaining quality.
- Working within financial constraints.

DEMANDS OF THE JOB

- Accurate keyboard skills for inputting data.
- The role may involve dealing with interruptions and requires the ability to multi-task and manage conflicting priorities.
- Time management and the ability to prioritise work is essential.
- The post will require use of a VDU for long periods of time.
- Being able to identify needs within the organisation and provide solutions.

QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

The post holder should have a relevant professional qualifications and/or experience.

Essential

- Qualification in an IT related field, **OR** equivalent and experience working in an IT support environment.
- Experience of problem solving, troubleshooting and support on all IT issues.
- Excellent organisational skills with a high level of competency in using office systems and a working knowledge of Microsoft Office packages.
- Good communication skills (oral and written), working as part of a team and interpersonal skills.
- Highly motivated and enthusiastic with ability to work on own initiative, as well as working as part of a small team.

Desirable

- Knowledge of BASICS Scotland.
- Current driving licence.
- Experience of supporting Sage software.
- Knowledge of Adobe Creative Suite.
- Experience in the use of Wordpress and other web based technologies.
- Experience in the use of Social Media for marketing purposes.
- Experience of design and distribution of marketing materials including posters, flyers & brochures using Adobe Creative Cloud