SENIOR DIGITAL SYSTEMS ENGINEER
Candidate Information Pack

Sept 2024

A welcome from our CIO/Director of Digital Innovation

Dear Candidate,

We have completely transformed digital delivery at Mastercall Healthcare over the last 10 years. We have sourced new technology to enhance patient care, harnessing technology to support our award-winning clinical team and advanced digital maturity.

I am a big believer in 'growing your own and developing talent', we already have an incredible Digital Technology Services team that have been with us in shaping this journey of transformation, but now is the time to further enhance the skillset in our team by adding a new role of Senior Digital Systems Engineer.

Our more recent technical transformation work includes:

- Completion of major projects in Azure / Network Security / Alliance Migrations / Enhanced Connectivity / BCP.

- Full Compliance DSPT, Cyber Essentials Plus, growth within the team and personal development. All team members are ITIL qualified, and new training in cloud engineering.

- Digital Infrastructure has enabled new services, BI, IT Support, and acquisition of the remote desktop solution.

- Supporting social value initiatives including equipment recycling programme with local charities.

Ultimately, we are here to ensure digital healthcare is safe and sustainable, helping to change lives in empowering patients to live and age well.

At Mastercall we welcome applicants from diverse cross section of society who will uphold our culture and ethos as we embark on our future opportunities and continue our transformation journey.

Jonathan Ritchie I CIO and Director of Digital Innovation, Mastercall Healthcare

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Senior Digital Systems Engineer: Candidate Information Pack

About Us

Mastercall Healthcare is an award winning social enterprise organisation providing NHS services accredited by the Social Enterprise Mark.

With 28 years' experience as an innovative, highly performing, award-winning Social Enterprise organisation, we are passionate about providing the very best patient care at the very best place for the patient.

This has been recognised and acknowledged by the CQC who following their inspection on 6th & 7th March 2017 rated Mastercall as 'OUTSTANDING' for Caring and overall Good. This has since been followed by a review in January 2023 with no changes to the ratings awarded.

Our Social Value ethos commits us to ensuring the very best use of the public purse, maximising the return on investment of our commissioners and supporting the NHS deliver affordable, effective, safe patient centred services.

As a social enterprise organisation we re-invest any surplus to:
• Further improve the services we deliver
• Provide training and promote personal development opportunities to our dedicated workforce
• Ensure our premises, facilities and medical/diagnostic equipment are modern, well maintained and fit for purpose
• Invest in innovative technology to improve performance, productivity and ensure we are at the 'cutting edge' of digitally supported healthcare services, enhancing patient experience and outcomes
• 4% of our profit to social value initiatives

Our Organisational Development Enabler Strategy will support Mastercall's ambition of being the local 'employer of choice'. We will ensure that our staff are respected, supported and developed to achieve their optimum potential which, in turn, will ensure our standing as a high quality, safe provider of innovative urgent and primary care services and provide them with a great place to work.

Our business plan aims to ensure that Mastercall is at the leading edge of service re-design and delivery which, we will achieve through collaborative working with all stakeholders and system partners.

We will proactively promote, improve and develop our unique proposition, build strong collaborative relationships, lead the way in digital technology and grow our reputation and brand of being a high quality, safe and agile 24/7 healthcare provider.

We will support the NHS to deliver their strategy for ageing well/living well and preventing hospital admissions wherever possible by providing place-based care in the heart of our communities aligned to the emerging roadmap of the new Integrated Care System agenda (ultimately associated directly with the NHS Long Term Plan and wider NHS commissioning reform).

In summary, Mastercall has a clear vision, mission and purpose underpinned by a set of core values. We will continue to provide, expand and develop our core service offering and will embrace new opportunities that fits with and aligns to our corporate ethos. Ultimately, we are committed to always doing the right thing for the NHS, the communities we serve, our patients and our people. They remain at the heart of everything we do.

Vision, Mission, Purpose & Values

OUR VISION Enhancing lives because we CARE

The care we deliver will be:-
- Provided by healthcare professional experts
- Underpinned by innovative digital and disruptive technology
- Focused on the best possible outcomes for patients

OUR MISSION EMPOWERING patients to live and age well

We are passionate about:-
- Supporting patients to take responsibility for living their best life
- Using innovation to solve problems that can save lives
- Providing meaningful futures for our workforce
- Expanding our range of services to support patients and the NHS
- Being an organisational leader in the use of innovation and digital technology
- Ensuring financial stability to support innovation and growth

OUR PURPOSE Providing OUTSTANDING Healthcare

We are committed to:-
- Encouraging a culture of collaboration
- Inspiring our workforce to be innovative and dynamic
- Improving patient care and health outcomes
- Relieving pressures on the NHS and social care

OUR VALUES

INNOVATE
Improving and growth

TEAMWORK
Collaboration to succeed

INSPIRE
One step further

DIGNITY
Caring with respect

EMPOWER
For people
and communities

KINDNESS
To self and to others

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Mastercall Digital Services
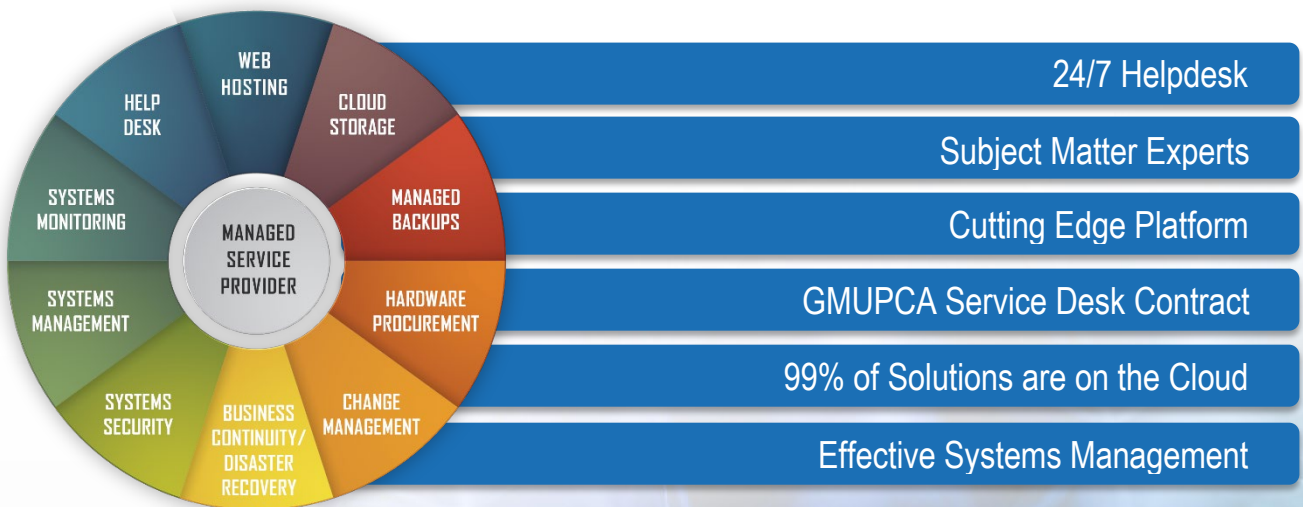
MASTERCALL UXT

Mastercall's digital services are part of our User Experience Technology (UXT) portfolio. Below are the solutions we provide.

Additionally, our UXT portfolio includes a dedicated Business Intelligence department.

SERVICES MANAGEMENT

- 24/7 Helpdesk
- Subject Matter Experts
- Cutting Edge Platform
- GMUPCA Service Desk Contract
- 99% of Solutions are on the Cloud
- Effective Systems Management

Wheel segments: WEB HOSTING, CLOUD STORAGE, MANAGED BACKUPS, HARDWARE PROCUREMENT, CHANGE MANAGEMENT, BUSINESS CONTINUITY/DISASTER RECOVERY, SYSTEMS SECURITY, SYSTEMS MANAGEMENT, SYSTEMS MONITORING, HELP DESK — MANAGED SERVICE PROVIDER

APPLICATION SERVICE (SAAS)

- Acquisition
- Cloud Connected Remote
- Access anywhere anytime
- High availability
- Scalable
- Customers Alliance, PCN's, Private Healthcare

Information Governance

Project Management

Role Profile

Purpose

The Senior Digital System Engineer will be an experienced technical engineer, with excellent Microsoft server (Azure), VDI, and networking skills. The role holder will be experienced in transitioning organisations into the Azure cloud environment with the ability to supervise and mentor technical colleagues.

The role holder will provide expert technical assistance for Mastercall's cloud infrastructure, systems, networking, and communications requirements and will play a pivotal role in overseeing and mentoring our team of engineers.

Key Relationships

INTERNAL	EXTERNAL
- CIO - Information Governance - Digital Systems Manager	- Greater Manchester Urgent Primary Care Alliance - Adastra - Third-party service providers

Responsibilities

This non-exclusive list of duties, which follows, represents the range of tasks which may be required to be undertaken routinely or periodically.

1. Design and implementation of data networks, cloud, VoIP solutions, wireless networks, and/or IT infrastructure solutions.

2. Responsible for the timely expansion of the IT Infrastructure as required by operations/services project plan.

3. Responsible for maintaining a resilient cloud infrastructure

4. Supervise & manage a team of Digital System Engineers to support the user base and IT/network/server/communication equipment.

5. Provides Servers, Core Switches, Switches, Firewall and Routers support and administration.

6. Perform periodic network assessments and network/systems security audits.

7. Routinely inspect processes and ways of working and engage with the senior management team to ensure the team is in a continuously improving posture

8. Plan and implement upgrades required to maintain adequate service levels.

9. Participate in the administration and maintenance of all remote monitoring solutions and Infrastructure Management Systems.

10. Responsible for the recruitment, training, supervision, and scheduling of IT Infrastructure personnel to ensure technical support is always available.

11. Manage technical vendors, contractors, and Infrastructure consultants. Plan and implement service SLA´s for IT Infrastructure.

Person Specification

CRITERIA	Essential	Desirable	Assessment Method
EDUCATION and QUALIFICATIONS			
IT/Technical Degree or Equivalent experience	x		Application & Interview
KNOWLEDGE, SKILLS, and EXPERIENCE			
Understanding of systems and Network administration, TCP/IP Switching, Routing, and Security.	x		Application and Interview
Cyber Security awareness/CE+/18CIS	x		Application and Interview
Strong technical experience in designing, implementing, monitoring a maintaining network, cloud, communication and systems infrastructure	x		Application and Interview
Extensive knowledge of cloud: Azure, Azure VDI	x		Application and Interview
Board knowledge of networking – Cisco, Fortinet	x		Application and Interview
Extensive experience and understanding of IT Infrastructure	x		Application and Interview
Experience if managing an IT infrastructure team	x		Application and Interview
Knowledge of Mobile Device Management	x		Application and Interview
Understanding of NHS Digital Frameworks/Support Services.	x		Application and Interview
Excellent communication and interpersonal skills, with the ability to collaborate effectively with cross-functional teams and senior management.	x		Application and Interview

How to Apply / Links for Further Information

How to Apply

Closing date: **30th Sept 2024**

Applicants should send a full current CV and a covering letter outlining your interest in the role, how you meet the criteria defined in the person specification and the experience/qualities you could bring to the role.

Please email your application to:
MAHE.mastercall-recruitment@nhs.net or apply via NHS jobs.

If you have any questions or queries about the role ahead of making an application then please email:

Vikki Farrington
Workforce Planning and Development Manager
victoria.farrington@nhs.net

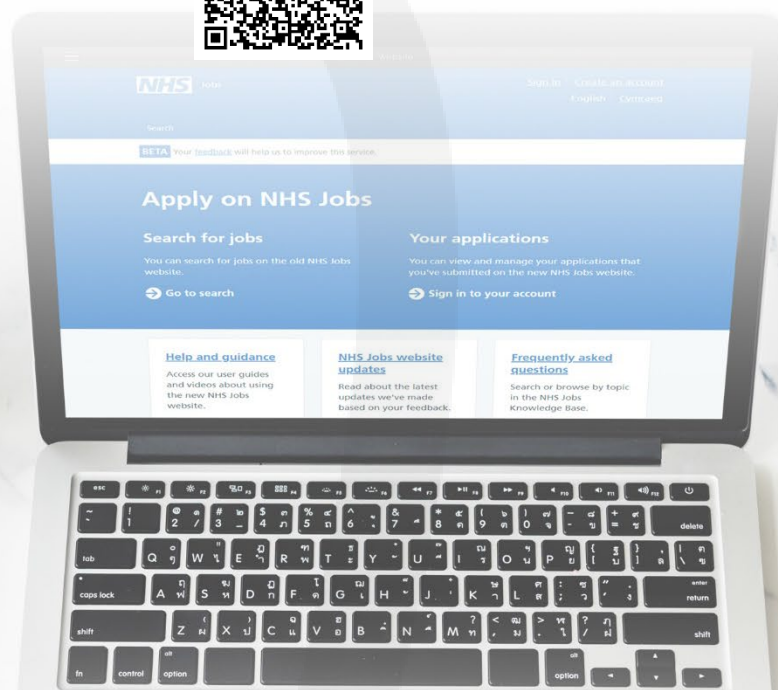## Links for Further Information

Website

www.mastercall.org.uk

Prospectus

Mastercall Prospectus

Mastercall Healthcare
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Enhancing lives because we CARE.