

## Ambulance Systems Officer

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<b>Department</b>	Ambulance Service		
<b>Division</b>	Justice and Home Affairs		
<b>Reports to</b>	Head of EPRR and Support (Ambulance)		
<b>JE Ref</b>	JHA1051		
<b>Grade:</b>	8	<b>JE Date:</b>	10/9/2021

### Job purpose

The role of the Ambulance Systems Officer is to take responsibility for coordinating with Modernisation & Digital the maintenance, upgrade and management of all Ambulance Services systems and related hardware. This role includes the Super User maintenance of computerised systems to ensure all data bases contain the latest information and remain fit for purpose.

Resourcefulness is a necessary skill in this role. You should be able to work with technical colleagues within the Modernisation and Digital Department to diagnose and resolve problems quickly.

Your goal will be to act as primary point of contact within the Ambulance Service ensuring that all our technological elements run smoothly and efficiently in support of Ambulance Service provision.

### Job specific outcomes

1. Working closely with the M&D Application Support Team, ensure effective administration and support processes for the design, development, implementation and maintenance of all Ambulance technology and systems. Ensuring these processes are refined and updated to reflect changes in Ambulance Service requirements and demands.
2. Undertake review of all update releases from suppliers to ensure relevance and impact prior to coordinating their implementation, alongside M&D Application Support Team including out of hours support, production of update notices and all necessary operational procedures and training documents.
3. Be the single point of contact within the Ambulance Service for reporting any system faults (via Service Desk system) or development requests with software providers via the Technical Owner within M&D. Develop and implement a robust system of User Acceptance Tests (UAT) on all fixes and updates ensuring necessary documentation and governance is in place. Coordinate updates to live systems factoring impact to operations completing post update testing to ensure system performance and successful implementation.
4. Be able to provide statistical reports and analysis to Ambulance Management Team as required to demonstrate both operational and system performance. Provide reports and recordings from various systems in the provision of evidence for both Organisational investigation and the provision of evidence following request from States of Jersey Police and Information Governance officers (HCS).

5. Provide primary in-service support for all technology including the Training Departments high fidelity simulation systems (technical element updates and maintenance) and Emergency Preparedness Communications POD with related hardware.
6. Act as Systems Super User, providing maintenance, training support and administration to all Ambulance users, business areas and systems including, eRoster programme (Allocate), ProQA, iMessage Paging Systems and MIS C3 for Ambulance.
7. Support and maintain relationship with partner providers including HCS, M & D, Ports of Jersey and Jersey Telecom acting as management liaison in the provision of Tetra radios, Multitone Paging, station and vehicle CCTV and other supported systems.
8. Administrate the distribution of technical hardware to all Ambulance Service personnel as required or requested through line managers. To include the provision and replacement of pagers, radios and ancillary equipment for radio, telephone and computers. Ensure management of replacement stock including the procurement of supplies to ensure availability. Coordination with suppliers in respect of repairs.

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisational structure



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	The post holder should have a good standard of education, preferably to GCSE level, clear diction, legible writing and possess good administrative and excellent interpersonal skills.	
<b>Knowledge</b>	An up to date knowledge of how the Ambulance Service works in practice.  Knowledge of legislation, codes of practice in relation to ambulance systems and operations.  Understanding of major incident procedures.	A comprehensive knowledge in the use of relevant Ambulance systems (e.g. MIS C3, AQUA, ProQA, Multitone);  A good knowledge of the local or equivalent health systems.
<b>Technical / Work-based Skills</b>	Excellent written and verbal communication skills;  Experience in the use of computers, as well as good keyboard skills.  Familiarity with emergency and non-emergency medical services.	
<b>General Skills/Attributes</b>	The ability to maintain effective working relationships with key stakeholders.  Ability to use own initiative, respond promptly and decisively to a variety of situations.  Ability to work under pressure, making decisions that could affect the health and safety and wellbeing of staff and service users	
<b>Experience</b> <i>post-qualification experience</i> ).	An understanding of, or experience in the use of radio, telephone, and associated communication equipment, together with command and control systems is essential.	Experience in the administration of ambulance systems and the ability to train staff on command and control systems

### Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.