# PCMIS

**IMPROVING PATIENT WELLBEING**

Digital Mental Health Technology
that Improves Outcomes

Join our team:

## IT Application Analyst & Customer Support Officer

Job description and person specification

**Hours of work:** Full-time, 37 hours per week
**Contract type:** Open (Permanent)
**Salary:** Grade 5: £30,487-£34,980 per year
**Apply by:** 15 February 2024 (by midnight)
Interview w/c 19 February 2024

## UNIVERSITY of York

PCMIS Health Technologies Limited
is a wholly-owned subsidiary company of the
University of York    www.pcmis.com

# Introduction to PCMIS

**We have an exciting opportunity for you to join the PCMIS Health Technologies Ltd team and play a key role in supporting PCMIS, an innovative Case Management System used widely across NHS mental health services and in a range of mental health related care settings.**

PCMIS Health Technologies Ltd is a subsidiary company of the University of York based in York. With strong links to the Institute of Mental Health Research and Mental Health and Addictions Research Group, we have a proven track record of translating cutting edge, evidence-based research into impactful technology solutions.

PCMIS technology is utilised by over 12,000 health care professionals in the UK, Australia, Ireland and Hong Kong, supporting NHS services as part of the national NHS Talking Therapies (previously IAPT) programme, as well as Children and Young Person services, Staff Wellbeing, HE student services, research trials and a range of other health services.

At PCMIS we aim to provide sustainable world-class Digital Health services using innovative evidence-based research to improve patient care and wellbeing for patients with mental health and mental health related problems. PCMIS is able to collect and analyse a range of patient and service data in order to help healthcare services manage high volume mental health (and related) caseloads efficiently and accurately.

We are looking for a talented and enthusiastic customer focused individual to join PCMIS and our busy support desk, making a difference to health care through the support of innovative digital health services and customer support.Our location means that staff have full access to the range of facilities offered by the University of York.

# The role

You will work within the existing PCMIS Support Team and play a key role in helping to make a difference to public wellbeing.  This role will be responsible for providing customer focused day to day application support to health care services and end-users of PCMIS, a web based digital health case management system.

Responsibilities will include application support, some provision of system training, database support, SQL database administration, troubleshooting end-user issues, guidance, administration, setting up new system features and options for PCMIS users, email, video and telephone support. Some training will be provided.

Based at York Science Park on the University of York campus (flexible and remote working options are considered in the UK).  The successful candidate will report to the Support Team Manager.

# Key Responsibilities

**Role holders will be required to undertake some or all of the duties below:**

- Customer focused support of the PCMIS system to end users, from external NHS services and other organisations
- Respond to customers via telephone, video and email support
- Analysis and problem solving
- SQL database administration
- Setup of new PCMIS system features and options for new and existing PCMIS users
- Liaise with external NHS and other organisations to confirm service requirements, setup and deployment
- Address after-sales product support issues providing a proactive service to support a high level of customer retention
- Provide a useful, timely, reliable and cost-effective support service
- To work to the agreed standards for operational effectiveness and customer service
- Liaise with the PCMIS Business Team and PCMIS Development Team to provide a constant high level of customer satisfaction
- Establishing and maintaining relationships with healthcare professionals
- To attend meetings, working groups and events where required
- Actively improving how the Support Team and PCMIS processes work, helping to improve quality, delivery and functionality for PCMIS users
- To be flexible in the role and to be prepared to change responsibilities in accordance with changing operational requirements
- Undertake other duties/activities assigned by the Line Manager

**The above list of duties is not exhaustive and is subject to change.**
**The post holder may be required to undertake others duties within the scope and grading of the post.**

# What We Offer

- A role where you can truly make a difference to people's lives through applied technology innovation
- Salary Grade 5 : £30,487-£34,980 per year
- 30 days annual leave per year (including 3 days between Christmas and New Year, plus Bank Holidays)
- Hybrid/Remote working arrangements and flexible start and end times
- Pension
- Employee Benefits Scheme, including childcare vouchers, retail discounts, cycle to work, health plans, medical insurance, gym membership, flexitime.
- Our location means that staff have full access to all cafes, library and other facilities offered by the University of York.

# Person specification

| | Essential / Desirable |
|---|---|
| **Qualifications** | |
| Degree in a technology related discipline, or equivalent. | Essential |
| ITIL foundation certified | Desirable |
| **Knowledge** | |
| In-depth knowledge and experience of supporting external clients | Essential |
| Experience of providing high quality customer support and database administration | Essential |
| In-depth knowledge and experience of supporting digital products, applications or database systems | Essential |
| Experience of supporting digital health applications, desirable, but training will be provided. | Desirable |
| Experience of digital health applications | Desirable |
| **Skills, abilities and competencies** | |
| Able to maintain a high level of accuracy and attention to detail while working to tight deadlines | Essential |
| Skilled in query language SQL to be able to query databases when answering or correcting issues Excellent communication and problem solving skills | Essential |
| Able to work independently, as part of a team and/or under minimal supervision | Essential |
| Able to prioritise between several projects and tasks appropriately | Essential |
| Able to use initiative in problem-solving | Essential |
| Understanding of systems development methods and database design | Desirable |
| Extensive Knowledge and use of the Microsoft Office Suite | Essential |
| Awareness of the principles of the Data Protection Act | Essential |
| Awareness of the requirements of Health & Safety within the work environment | Essential |
| Commitment to the University's policy on Equal Opportunities and Diversity | Essential |
| Adherence to departmental policy for hours of work and the taking of annual leave (to ensure support for critical operational services) | Essential |
| Excellent support ticket management skills | Essential |
| Ability to identify required actions and complete tasks with minimal guidance or instruction | Essential |
| Ability to communicate new and complex information effectively, both verbally and in writing | Essential |

## Experience

| | |
|---|---|
| Experience of working in a busy customer focused environment | Essential |
| Experience of delivering professional services to external clients | Essential |
| Experience of customer telephone, video and email support | Essential |
| Previous experience working in a similar role in the NHS or health related sector | Desirable |
| Experience of working with health related datasets and understand data and reporting needs against Key Performance Indicators | Desirable |

## Personal attributes

| | |
|---|---|
| Awareness of the requirements associated with operating within a customer service environment | Essential |
| Able to influence and gain the support of team members to achieve goals and targets | Essential |
| A willingness to learn new technologies | Essential |
| Possess a professional, friendly and approachable attitude | Essential |
| Flexibility in working practices to accommodate the needs of the service | Essential |
| Be a motivated and hardworking self-starter with the ability to take the initiative and work independently and as part of the team | Essential |

# How to apply

## IT Analyst and Customer Support Officer, PCMIS Health Technologies Ltd

**The closing date for applications is before midnight on 15 February 2024**

Following shortlisting formal interviews for the post **will take place w/c 19 February 2024**. Interviews will be **in person in York (YO10 5DG)** unless stated.

Candidates will be asked to **undertake a job-specific test** as part of the interview process.

We expect that successful candidate would take up the post at the earliest opportunity.

To apply please email:

1.  A pdf **letter of application** (x1 A4 page max) the letter **should include how you meet the requirements** of the role.

2.  A pdf **CV and details of two referees** (names/position/email address/how known to you).

3.  **We will assume that we are free to approach referees at any stage** unless you state otherwise. If you wish a referee or referees to be approached only with specific permission and/or if you are offered the role. Please clearly specify this for each referee. Your referees should not be related to you and should include your present or most recent employer (or, if you are a student, referee from your education establishment).

**NOTE: If your application does not meet the essential requirements or include all that is requested above, it will not be eligible for consideration.**

Informal enquiries are encouraged to:

Byron George, PCMIS Chief Executive Officer at **jobs@pcmis.com**

# The University of York Campus

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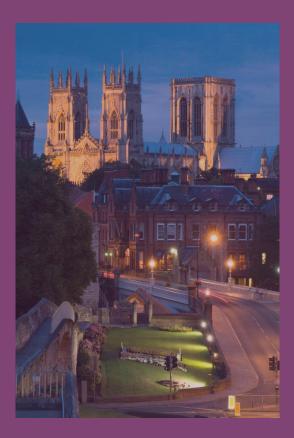
The campus enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. The self-contained campus offers a range of facilities including a sports centre, catering outlets, shops, a nursery, a doctor's surgery and banks.





# 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.

**PCMIS**

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