



PRIORY MEDICAL GROUP

IT Assistant

Are you a proven IT assistant or an aspiring IT professional? You looking to work in one of the largest Primary Health Care providers who are innovative in how we use our information systems? Looking for more exposure to providing entry level IT assistance to 200+ staff?

If this sounds like you, we have an exciting opportunity to work in a supportive management team and with a variety of IT systems.

What is the Purpose of this job?

Simple...to work closely with our IT Manager, provide a first point of contact for our internal colleagues and provide a 'first class' support for any IT queries.

What's the type of person we are looking for?

You will be working with a diverse customer base across 9 surgeries, ranging from GP's, Nurses, Health Care Assistants, Receptionists, Call Handlers, Administrators, Secretaries, Managing Partners, HR and Finance. All with varying levels of IT knowledge / skills who are heavily reliant on our IT systems.

This is why we are looking for someone with a warm, approachable and reassuring manner and who can resolve IT problems positively and pragmatically, or to escalate the issue to the IT Manager / other agencies.

Job Specification

- Responsible for providing a calm, professional and efficient generalist IT service as a first point of contact for employees, managers and users of;
 - Software (i.e. Windows, MS Office, our internal Intradoc system and Web Browsers)
 - Hardware (i.e. PC, printers, telephony and peripherals)
 - Running reports / extracting information from our clinical systems / databases (training will be given)
 - Escalating IT issues to external organisations on behalf of our users
- Will contribute to developing a 'self help' culture by helping us to identify, create and maintain self-help guides / training / aids / user guides / FAQ's for users
- Maintain patient and employee confidentiality
- Will work closely with our IT Manager, and other external agencies who are contracted to provide IT support, in resolving and escalating IT issues.

What we look for in your application:

- High level of IT proficiency (recognised qualification is desirable although not essential such as MCDST / ITIL Foundation Certification / NVQ)
- Proven background of providing basic IT assistance to users



- Proven background of coaching people of varying IT literacy in the use of IT systems (desirable although not essential, proven delivery of IT training sessions to individuals)
- Good working knowledge of the use of Microsoft Office Suite
- Good working knowledge of Microsoft Windows Operating System (including Excel / Word / Outlook / Access)
- Proven history of applying an in-depth knowledge of setting up hardware & peripherals.
- Proven background of extracting vast amounts of information and presenting this in a professional, clear and concise manner to deadlines.
- Advanced Excel and Intermediate Access.
- Able to communicate calmly and concisely with all levels and grades of staff. The ability to address IT issues with users who have varying levels of IT literacy in a way that is made easy to understand for our users.
- Whilst you will enjoy working closely with our exceptional IT Manager – we are looking for someone who enjoys and thrives working in independently, managing, prioritising and monitoring own workloads

Due to this role providing a service across 9 surgeries in York, the successful candidate needs to maintain an appropriate UK driving licence and have available the use of a personal car. The business will reimburse for mileage at approved AA rates.

So are you in or are you out?

Job title:	IT Assistant
Location:	Priory Medical Centre, Cornlands Road, Acomb
Hours:	25 to 37.5 hours per week, Monday to Friday. Hours are open to discussion although a priority is for the start of our working day i.e. 08.00 am
Pay:	competitive salary and dependent on strength of candidate. We ask you to please make clear in the supporting information section of the application form what your expectations are. + including Company Pension scheme

Applicants should apply using our application form which can be obtained by [clicking here](#) or by visiting www.job.nhs.uk and searching for Priory Medical Group, York.

Selection for Interview

The Practice recognises that discrimination of any kind is both unlawful and would act as a barrier to finding the most talented individuals for our organisation. As such, our recruitment and selection procedures exist to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. A great deal of careful consideration has been invested in preparing the advert for this post based on the specification for this role and the person we are looking for.

Our selection for interview process is designed to ensure individuals are selected for interview on the merit of their application only.



If you are applying through NHS Jobs, you will notice you are asked if you would like a guaranteed interview as part of the 'Two Tick' disability scheme. Whilst this is an admirable government initiative, please be aware we are not signed up to this scheme. This is a question on the NHS jobs application form which is outside of our own control. Our own process ensures we consider candidates on the merit of their application only and we do not ask any questions regarding a disability as part of our selection process. We only give candidates the opportunity to share information regarding any disability **after** candidates are invited to interview and **only** if the candidate feels they require adjustments in the interview process.