

## Job Description

<b>Job Title:</b>	Application Systems Engineer
<b>Hours:</b>	37.5 hours per week
<b>Reporting to:</b>	Head of IT Operations
<b>Job purpose:</b>	Our vision is to make every day the best day possible for patients, and those closest to them, living with life-limiting illnesses in South Devon. As an Application Systems Engineer, you will deliver this by developing, maintaining, and optimising the digital tools that underpin our clinical and support services.

### Our Values:

Honesty & Integrity Generosity of Spirit Respect Team Player

### Job Purpose

The Application Systems Engineer works within the cross-hospice IT One Team to deliver and improve IT services across our hospice partners.

You will be responsible for the operation, maintenance, and continuous improvement of hospice systems that support essential clinical and operational services. This role involves close collaboration with internal teams, users, partner hospices, and external suppliers.

A commitment to service quality, operational excellence, and development of IT capabilities is integral to this role. The postholder will be expected to work effectively in a team while taking ownership of technical initiatives and system improvements

### Key Roles and Responsibilities

#### Application & System Support

- Provide 2nd and 3rd line support for critical systems, ensuring timely issue resolution and effective change implementation in line with ITIL best practices.
- Implement and enhance core systems, ensuring reliability, security, and excellent user experience.

#### Project & Service Improvement

- Lead and contribute to IT projects, ensuring solutions meet user and business requirements.
- Collaborate with suppliers and stakeholders to enhance service delivery and system functionality.
- Drive continuous improvement by identifying opportunities to optimise IT services and implement upgrades.

#### Security & Compliance

- Maintain strong information security practices aligned with Cyber Essentials standards.



- Support the development and application of IT policies and procedures to ensure compliance with regulatory, and data privacy requirements (including GDPR).
- Uphold data governance standards by ensuring proper data handling, storage, and protection in line with organisational policies.

### Support & Training

- Provide guidance and support to users to improve IT confidence and capability.
- Deliver documentation and training to embed best practices IT use.
- Support, mentor, and develop colleagues within the IT team.

### General

- Take reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements, including Covid-19 secure processes and procedures.
- Play an active part in team meetings and ensure your mandatory and other relevant training is kept up to date.

This list can never be exhaustive but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.

### Infection Prevention

All Rowcroft Hospice employees in both clinical and non-clinical roles are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to the following responsibilities:

- To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- To take part in mandatory infection control training provided;
- To responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including to contact Occupational Health for guidance.

### Place of Work

This role has been identified as a Flexible worker (role could be carried out at a Rowcroft site or at home, subject to the varying needs of the role, will spend planned time at Rowcroft sites and hospices as required).

This will be fully discussed and agreed with the postholder to meet individual and business needs.



**PERSON SPECIFICATION**  
Application Systems Engineer

Attributes	Essential	Desirable
<b>Experience and Skills</b>	<ul style="list-style-type: none"> <li>• Strong experience in application support (2nd/3rd line).</li> <li>• Proven ability to implement and improve systems with a focus on reliability, security, and user experience.</li> <li>• Demonstrated experience leading IT projects from planning through delivery</li> <li>• Excellent problem-solving skills and ability to work independently and collaboratively.</li> <li>• Strong communication and stakeholder management skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Hands-on experience with Microsoft Intune and Office 365 services and tools.</li> <li>• SQL Server experience.</li> <li>• Experience managing the full lifecycle of SSL certificates.</li> </ul>
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Good level of education including English &amp; Maths</li> </ul>	<ul style="list-style-type: none"> <li>• ITIL and PRINCE2 certified.</li> </ul>
<b>Personal Requirements</b>	<ul style="list-style-type: none"> <li>• Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience.</li> <li>• Proven ability to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times.</li> <li>• Flexibility to participate in on-call and out-of-hours support.</li> <li>• Prioritise own workload and take ownership of technical initiatives.</li> <li>• Act as a voice for IT excellence across hospices.</li> </ul>	<ul style="list-style-type: none"> <li>• Willing and able to volunteer for at least one Rowcroft event each year.</li> </ul>

