Job Description

Job title	IT Implementation Specialist	Job family	Business Support Services
Reporting to	Implementation & Training Manager	Job code	
Location	Remote/Bristol IT	Evaluation Date	

Job Purpose

Working closely with team members within the Implementation & Training team and the wider IT departments the specialist will take a key role in the implementation of applications, integrations and changes into the Priory application landscape. Liaising with business stakeholders to define requirements & processes for application developments and changes. Be an integral part of the technical discussions with our Systems Specialist team to ensure the proposed solution fits the business requirements. Ensure development, testing, pilot and release phases are delivered efficiently and effectively.

Responsibilities

- Support the IT Implementation team with documentation, development, testing, and rollout tasks as needed
- Manage, document and co-ordinate development change requests for different business systems. Liaising directly with the business and central functions to ensure change requests suit appropriate business practices and that technically they are achievable.
- Liaise with the eLearning Specialists to develop appropriate training materials to support business understanding and use of applications.
- To support the department with relevant admin tasks as required.
- To provide technical guidance where needed to the IT Systems Specialist team to support their ongoing BAU and project work.
- Actively participate in the development of new integrations between applications by designing processes and workflows, mapping data and providing clear direction and documentation to the development teams to support their work
- To act as subject matter expert to help with the direction and strategy of Priory's adoption and use of software.
- Represent the implementation team at project steering group meetings

Knowledge / Education / Skills

Ability to work both individually and as part of a team.

Strong problem solving and analytical skills.

Highly developed and well-practiced communication and interpersonal skills.

Be able to effectively facilitate workshops and deliver presentations to end users and management.

Ability to be self-reliant, confident and decisive with their workload.

Excellent understanding of IT terminology, databases and the ability to quickly become proficient on a variety of software applications.

Experience

Experience working on multiple concurrent fast paced projects.

Experience working with external customer-facing projects.

2 years' experience of working in any IT technical role

Experience of the full project lifecycle with proven ability to capture requirements, scope a solution for a technical team, test & deploy complex projects to meet business needs.

Experience of working with all levels of management.

Ideally experience of working in a healthcare setting and familiarity with terminology and process

Communication

Excellent written and verbal communication skills.

Ability to deal with potentially demanding and difficult situations, with a wide range of both internal and external stakeholders.

Responsibility

Leadership
N/A

Budgets & Equipment
N/A

Information
Shared responsibility for the confidentiality, security and accuracy of patient records, data and information. Ensuring good quality patient documentation, which meets the Regulatory guidelines and statutory requirements.

Working Environment

The role will be based from home but there will be need for travel to our Bristol offices frequently and other sites or other central service departments as required. Applicant should be based within easy commute of Bristol.

Current full UK driving licence, covered for business use on own motor vehicle.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member

A REAL AND LASTING DIFFERENCE FOR EVERYONE WE SUPPORT

Being Supportive	• Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	• Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	• Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	• Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector