

Information Systems Assistant - Applied Health Research hub - Grade E

Job Description

Purpose

To support and provide assistance in the setting up and maintenance of research information management systems for Lancashire CTU. The post-holder will be required to administer, maintain and build forms, queries and reports for a range of research-related information management systems. REDCap (a web-based electronic data capture system) will be utilised to a significant degree as part of this function. In the job, the post holder is expected to demonstrate flexibility and commitment to the University, CTU and LIS mission statements, policies and development plans. In particular, staff may be required, from time to time and on an ad-hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the CTU.

Duties

1. To support research information management systems, including REDCap, and to contribute efforts to ensuring the IT-related aspects of individual trials are made a success by using own initiative to identify and implement solutions within directed areas of priority.
2. To provide technical support and guidance in the effective use of research data system(s), in line with the responsibilities of the CTU and established business processes.
3. As directed, to liaise with colleagues within the CTU and the University's IT teams to document business, user and technical requirements for new clinical databases which comply with Standard Operating Procedures (SOPs), statutory controls (e.g. General Data Protection Regulation), and compliance directives (e.g. Good Clinical Practice - GCP). To make significant contributions to the subsequent design, build, testing, validation and documentation of new research information management systems.
4. To ensure validation and troubleshooting is performed for all routine processing (e.g. data systems and backups), and all scheduled processing is managed effectively with procedures appropriately documented.
5. To produce system extracts as necessary in relation to trial data from case report forms (CRFs) / associate meta-data and additionally to investigate / analyse potential queries that may arise through day-to-day work.
6. To undertake assigned projects individually or as part of a team and pursue through to completion in a timely, efficient and cost effective manner, following University project management standards.
7. To provide first and second line IT/IS support for the Lancashire CTU and their collaborators (e.g. Chief Investigators for trials and trial teams), including actively participating in systems training for Lancashire CTU staff. To support and liaise with senior CTU and/or University IT staff in the resolution of third line support issues as directed.

8. To contribute to the Lancashire CTU quality management system by adhering to SOPs, disciplines and procedures relative to the post holder's specialism, ensuring compliance with external standards (e.g. accessibility) and the University's corporate brand policies.
9. To develop awareness and understanding in relevant areas of technology as directed via horizon scanning, researching, evaluating and/or training. To actively participate in discourse on potential new tools/products to be considered for the ongoing effective delivery of clinical trial services by Lancashire CTU.
10. To demonstrate and provide a consistently high level of service to all CTU staff and collaborators.
11. Such other duties as may reasonably be associated with the grade and a role of this nature.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience working in a database development role and of using Excel or equivalent at an advanced level (Application/Interview).
- Experience of using structured methods to deliver professional and robust solutions (Application/Interview).
- A-Level in related subject (e.g. computer science or IT subject) (Application).
- Ability to undertake database modelling and an understanding of information security principles and associated technologies (Application/Interview).
- Analytical and problem-solving skills and able to balance meeting deadlines (Application/Interview).
- Excellent organisational, administration and communications skills, both written and verbal with high level of customer service skills (Application/Interview).
- Production of high quality technical and user documentation (Application/Interview).
- Ability to work effectively as an individual and part of a team and the ability to communicate effectively at both a technical and non-technical level and with a variety of stakeholders (Application/Interview).
- Flexible approach to new challenges and opportunities (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience working in a database development role using MySQL/MariaDB (Application/Interview).
- Knowledge of Health-related IT systems (Application/Interview).
- Experience of development of integration solutions between multiple systems and applications (Application/Interview).
- Experience of working in an FE / HE environment (Application/Interview).
- Experience working in a clinical research environment or with clinical data (Application/Interview).
- Experience of a technical customer support role (Application/Interview).
- Experience of working on a large project involving the use of IT Tools and/or systems (Application/Interview).
- Degree-level qualification in related subject (e.g. computer science or IT subject) (Application).
- Specific and recognised qualification involving use of modern web technology, SQL or similar (Application).
- Technical development of SQL scripting, VB and XML (Application/Interview).
- Appreciation of business process-change principles (Application/Interview).
- Knowledge of structured methods for analysis and design (Application/Interview).
- Ability to handle a range of feedback on delivered solutions (Application/Interview).
- Commitment to personal and professional development and keeping abreast of emerging technologies (Application/Interview).