

# Information and communication technology

Information and communication technology (ICT) is the development, management and support of the ICT infrastructure in health organisation, including the personal computers, email systems and mobile communications.

This page has information on the opportunities and roles in information and communication technology.

## Working life

ICT staff are responsible for all internal and external electronic communication networks, including:

- [wide area networks](#) <sup>[1]</sup> (WAN) and [local area networks](#) <sup>[2]</sup> (LAN) that link systems in healthcare organisations, including WiFi
- the hardware eg desktop computers, printers, laptops, tablets and smartphones
- software systems eg email systems, applications and systems, such as patient records

ICT staff are hands-on. They diagnose and fix faults, support staff who use the systems, and develop improvements. Working in ICT will appeal to you if you have a natural flair for computing.

ICT support technician with computer equipment

## Roles in ICT

Explore some of the roles in ICT:

Apprenticeships logo

- [service desk operator](#)
- [ICT support technician](#)
- [ICT test analyst](#)
- [systems developer](#)
- [network manager](#)

### Service desk operator

Working with an NHS hospital trust, service desk operators is the first line of support for users of IT systems. The role includes:

- investigating and helping staff with their computer problems
- resolving faults over the phone

## **ICT support technician**

ICT support technicians assist in the implementation and commissioning of new IT and digital systems in an organisation. Tasks are likely to include:

- helping set up computing equipment, for example in a hospital
- installing new computers, carrying out initial tests and loading programmes
- helping maintain computers

## **ICT test analyst**

Most ICT test analysts are likely to be graduates who support the technical development and smooth running of new computer systems. This might be the development of an electronic patient record system. They will analyse a problem with a computer system, diagnose the problem and solve it.

## **Systems developer**

System developers work on the IT development programmes such as linking GP practices with hospitals by computer. These systems help patients book hospital appointments from their GP surgery. They work closely with health professionals to ensure technical solutions improve ways of working and patient care.

## **Network manager**

A network manager usually has a degree or equivalent education. They manage an organisation's IT infrastructure, including servers, email and network security systems. This includes:

- maintaining existing servers
- setting up new servers and systems

## **Want to learn more?**

- [Find out more about the entry requirements for ICT staff in health](#) <sup>[3]</sup>
- [Find out more about the training and development opportunities for ICT staff in health](#) <sup>[4]</sup>

- **Pay and conditions**

Most ICT jobs in the NHS are covered by the [Agenda for Change \(AfC\) pay scales](#) [5]. This pay system covers all staff except doctors, dentists and the most senior managers. ICT staff in the NHS will usually work standard hours of 37.5 per week but some evening or weekend work may be needed depending on the role.

Terms and conditions can vary for non-NHS employers and contractors.

- **Where the role can lead**

There are also opportunities to progress your career into senior management roles. Most NHS organisations will now have chief information officers who lead the delivery of ICT systems locally, regionally and nationally.

[Find out more about the training and development opportunities](#) [4].

- **Job and market and vacancies**

If you're applying for a role either directly in the NHS or in an organisation that provides NHS services, you'll be asked to show how you think the values of the [NHS Constitution](#) [6] apply in your everyday work.

[Find out more about NHS values](#) [7].

Most NHS organisations advertise their job and apprenticeship vacancies on [NHS Jobs](#) [8]. You can find some of the current vacancies below.

## Find a vacancy

Enter your location or postcode

Show results within

Search

- **ICT Technician**

Lowestoft, NR32 1DE

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

East Coast Community Healthcare CIC

[Apply now on NHS Jobs for ICT Technician job \(opens in a new window\)](#) <sup>[9]</sup>

- **ICT Service Desk Team Leader**

Swansea, Cwmbran, St Asaph, NP44 7HF

Salary:

£39263.00 to £47280.00

Type:

Permanent

Employer:

Welsh Ambulance NHS Trust

[Apply now on NHS Jobs for ICT Service Desk Team Leader job \(opens in a new window\)](#) <sup>[10]</sup>

- **IT Trainer**

317 Regent Point, NE3 3HD

Salary:

£31049.00 to £37796.00

Type:

Fixed-Term

Employer:

The Newcastle upon Tyne Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for IT Trainer job \(opens in a new window\)](#) <sup>[11]</sup>

- **ICT Service Operations Centre Support Engineer**

Warwick, CV34 6SR

Salary:

£32166.00

Type:

Permanent

Employer:

Innovate Healthcare Services

[Apply now on NHS Jobs for ICT Service Operations Centre Support Engineer job \(opens in a new window\)](#) <sup>[12]</sup>

- **IT Support Officer**

Carlisle, CA3 0HA

Salary:

£27485.00 to £30162.00

Type:

Fixed-Term

Employer:

North Cumbria Integrated Care NHS Foundation Trust

[Apply now on NHS Jobs for IT Support Officer job \(opens in a new window\)](#) <sup>[13]</sup>

- **IT Operations Engineer**

Crowborough, TN6 1XP

Salary:

£24826.00 to £30673.50

Type:

Permanent

Employer:

Horder Healthcare

[Apply now on NHS Jobs for IT Operations Engineer job \(opens in a new window\)](#)

<sup>[14]</sup>

- **IT Workshop Assistant**

Carlisle, CA1 3SX

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

North Cumbria Integrated Care NHS Foundation Trust

[Apply now on NHS Jobs for IT Workshop Assistant job \(opens in a new window\)](#)

<sup>[15]</sup>

- **Pathology IT Manager**

Braddan, IM4 4RJ

Salary:

£71400.00 to £87747.00

Type:

Permanent

Employer:

Manx Care

[Apply now on NHS Jobs for Pathology IT Manager job \(opens in a new window\)](#) <sup>[16]</sup>

- **ICT Trainee Service Operations Centre Support Engineer**

Nuneaton, CV10 7DJ

Salary:

£29242.00

Type:

Permanent

Employer:

Innovate Healthcare Services

[Apply now on NHS Jobs for ICT Trainee Service Operations Centre Support Engineer job \(opens in a new window\)](#) <sup>[17]</sup>

- **Imaging IT Systems Manager**

Basingstoke, RG24 9NA

Salary:

£55690.00 to £62682.00

Type:

Permanent

Employer:

Hampshire Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for Imaging IT Systems Manager job \(opens in a new window\)](#) <sup>[18]</sup>

- **IT Operations Lead - EPR Programme**

Basingstoke, RG24 9NA

Salary:

£62215.00 to £72293.00

Type:

Secondment

Employer:

Hampshire Hospitals NHS Foundation Trust

[Apply now on NHS Jobs for IT Operations Lead - EPR Programme job \(opens in a new window\)](#) <sup>[19]</sup>

- **Principal Physicist for Radiotherapy IT**

Sutton, SM2 5PT

Salary:

£61631.00 to £68623.00

Type:

Permanent

Employer:

The Royal Marsden NHS Foundation Trust

[Apply now on NHS Jobs for Principal Physicist for Radiotherapy IT job \(opens in a new window\)](#) <sup>[20]</sup>

- **Band 5 IT Systems Officer-Bath**

Bath, BA1 3QE

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Avon & Wiltshire Mental Health Partnership NHS Trust

[Apply now on NHS Jobs for Band 5 IT Systems Officer-Bath job \(opens in a new window\)](#) <sup>[21]</sup>

- **IT Service Desk Operator - Level 1**

Exeter, EX1 2ED

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Royal Devon University Healthcare NHS Foundation Trust

[Apply now on NHS Jobs for IT Service Desk Operator - Level 1 job \(opens in a new window\)](#) <sup>[22]</sup>

- **IT and Telephony Service Desk Operator**

Exeter, EX1 2ED

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Royal Devon University Healthcare NHS Foundation Trust

[Apply now on NHS Jobs for IT and Telephony Service Desk Operator job \(opens in a new window\)](#) <sup>[23]</sup>

- **Band 4 IT Service Desk Analyst - Bath**

Bath, BA1 3QE

Salary:

£27485.00 to £30162.00

Type:

Fixed-Term

Employer:

Avon & Wiltshire Mental Health Partnership NHS Trust

[Apply now on NHS Jobs for Band 4 IT Service Desk Analyst - Bath job \(opens in a new window\)](#) <sup>[24]</sup>

- **IT Support Technician (Primary Care Support & Development)  
\*Internal\***

Carlisle, CA3 0HA

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

North Cumbria Integrated Care NHS Foundation Trust

Apply now on NHS Jobs for IT Support Technician (Primary Care Support & Development) \*Internal\* job (opens in a new window) <sup>[25]</sup>

- **Band 4 IT Service Centre Analyst - Service Desk**

Birmingham, B15 1JD

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

University Hospitals Birmingham NHS Foundation Trust

Apply now on NHS Jobs for Band 4 IT Service Centre Analyst - Service Desk job (opens in a new window) <sup>[26]</sup>

- **Further information**

- Federation for Informatics Professionals <sup>[27]</sup>

## Other roles that may interest you

- Knowledge and library services <sup>[28]</sup>
- Emergency care assistant <sup>[29]</sup>
- Patient Transport Service PTS call handler <sup>[30]</sup>
- Ambulance care assistant and Patient Transport Service PTS driver <sup>[31]</sup>

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**Source URL:** <https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/information-and-communication-technology>

### Links

<sup>[1]</sup> [https://www.healthcareers.nhs.uk/glossary#Wide\\_area\\_networks](https://www.healthcareers.nhs.uk/glossary#Wide_area_networks) <sup>[2]</sup>

[https://www.healthcareers.nhs.uk/glossary#Local\\_area\\_networks](https://www.healthcareers.nhs.uk/glossary#Local_area_networks) <sup>[3]</sup>



<https://www.healthcareers.nhs.uk/explore-roles/health-informatics/information-and-communication-technology/entry-requirements> [4] <https://www.healthcareers.nhs.uk/explore-roles/health-informatics/information-and-communication-technology/training-and-development> [5] <https://www.healthcareers.nhs.uk/about/careers-nhs/nhs-pay-and-benefits/agenda-change-pay-rates> [6] [https://www.healthcareers.nhs.uk/glossary#NHS\\_Constitution](https://www.healthcareers.nhs.uk/glossary#NHS_Constitution) [7] <https://www.healthcareers.nhs.uk/about/working-health/nhs-constitution> [8] <https://www.jobs.nhs.uk/> [9] <https://beta.jobs.nhs.uk/candidate/jobadvert/B9849-085-25> [10] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9020-25-0173> [11] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9317-25-1062> [12] <https://beta.jobs.nhs.uk/candidate/jobadvert/M9203-25-0026> [13] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9262-25-0998> [14] <https://beta.jobs.nhs.uk/candidate/jobadvert/B0237-25-0042> [15] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9262-25-0992> [16] <https://beta.jobs.nhs.uk/candidate/jobadvert/K0006-25-0122> [17] <https://beta.jobs.nhs.uk/candidate/jobadvert/M9203-25-0025> [18] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9251-25-0572> [19] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9251-25-0540> [20] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9282-25-0701> [21] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9342-25-0726> [22] <https://beta.jobs.nhs.uk/candidate/jobadvert/C0023-25-1471> [23] <https://beta.jobs.nhs.uk/candidate/jobadvert/C0023-25-1472> [24] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9342-25-0712> [25] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9262-25-0995> [26] <https://beta.jobs.nhs.uk/candidate/jobadvert/C0020-25-1253> [27] <https://www.fedip.org/> [28] <https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/knowledge-and-library-services> [29] <https://www.healthcareers.nhs.uk/explore-roles/ambulance-service-team/roles-ambulance-service/emergency-care-assistant> [30] <https://www.healthcareers.nhs.uk/explore-roles/ambulance-service-team/roles-ambulance-service/patient-transport-service-pts-call-handler> [31] <https://www.healthcareers.nhs.uk/explore-roles/ambulance-service-team/roles-ambulance-service/ambulance-care-assistant-and-patient-transport-service-pts-driver>