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 [1] (WAN) and local area networks [2] (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 [3]
- Find out more about the training and development opportunities for ICT staff in health [4]

- **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

- ### 1258 - IT Support Assistant (IT Service Desk)

  Barnsley, S75 2EP

Salary:

    £23615.00

Type:

    Fixed-Term

Employer:

    Barnsley Hospital NHS Foundation Trust

Apply now on NHS Jobs for 1258 - IT Support Assistant (IT Service Desk) job (opens in a new window) [9]

○ IT Systems Lead

Newcastle upon Tyne, NE1 8DQ
Newcastle Upon Tyne, NE5 4BS

Salary:

    Negotiable

Type:

    Permanent

Employer:

    Saville Medical Group

Apply now on NHS Jobs for IT Systems Lead job (opens in a new window) [10]

○ IT Support Officer

Cardiff, CF14 4XW

Salary:

    £26928.00 to £29551.00

Type:

    Fixed-Term

Employer:

    Cardiff and Vale University Health Board

Apply now on NHS Jobs for IT Support Officer job (opens in a new window) [11]

○ IT Support Engineer

HEMEL HEMPSTEAD, HP2 7YU

Salary:

    Negotiable

Type:

    Permanent

Employer:

    OSD Healthcare

Apply now on NHS Jobs for IT Support Engineer job (opens in a new window) [12]

○ IT Infrastructure Manager

Derby, DE24 8JE

Salary:

    £53770.00 to £60721.00

Type:

    Permanent

Employer:

    DHU Healthcare

Apply now on NHS Jobs for IT Infrastructure Manager job (opens in a new window) [13]

○ IT Security Analyst

London, N1C 4AX

Salary:

    £40000.00 to £48000.00

Type:

    Permanent

Employer:

    New Medical Systems Ltd

Apply now on NHS Jobs for IT Security Analyst job (opens in a new window) [14]

○ IT Systems Lead

Liverpool, L7 8YE

Salary:

    £46148.00 to £52809.00

Type:

    Permanent

Employer:

    Liverpool University Hospitals NHS Foundation Trust

Apply now on NHS Jobs for IT Systems Lead job (opens in a new window) [15]

○ Project Officer IT

Rochdale, OL16 1AE

Salary:

    Negotiable

Type:

    Fixed-Term

Employer:

    Rochdale Health Alliance

Apply now on NHS Jobs for Project Officer IT job (opens in a new window) [16]

○ Department IT Lead

317 01 Freeman Hospital, NE7 7DN

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Department IT Lead job (opens in a new window) [17]

○ IT Support Technician

Taunton, TA1 5DA

Salary:

£26530.00 to £29114.00

Type:

Permanent

Employer:

Somerset NHS Foundation Trust

Apply now on NHS Jobs for IT Support Technician job (opens in a new window) [18]

○ Department IT Lead

317 01 Freeman Hospital, NE7 7DN

Salary:

£29970.00 to £36483.00

Type:

Permanent

Employer:

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Department IT Lead job (opens in a new window) [17]

○ Project Officer IT

Rochdale, OL16 1AE

Salary:

Negotiable

Type:

Fixed-Term

Employer:

Rochdale Health Alliance

Apply now on NHS Jobs for Project Officer IT job (opens in a new window) [16]

○ IT Service Desk Engineer

East Grinstead, RH19 3DZ

Salary:

£26530.00 to £29114.00

Type:

Permanent
Employer:
Queen Victoria Hospital NHS Foundation Trust
Apply now on NHS Jobs for IT Service Desk Engineer job (opens in a new window)
[19]

- ○ **Data Quality and IT Assistant**

  Leeds, LS11 8LH
  Leeds, LS11 5LQ

  Salary:
  £13.06 to £14.98
  Type:
  Permanent
  Employer:
  Leeds City Medical Practice
  Apply now on NHS Jobs for Data Quality and IT Assistant job (opens in a new window) [20]

- ○ **Estates & Facilities IT Systems Manager**

  Brighton, BN2 3EW

  Salary:
  £53755.00 to £60504.00
  Type:
  Permanent
  Employer:
  Sussex Community NHS Foundation Trust
  Apply now on NHS Jobs for Estates & Facilities IT Systems Manager job (opens in a new window) [21]

- **Further information**

  - ○ Federation for Informatics Professionals [22]

Other roles that may interest you

- Knowledge and library services [23]
- Emergency care assistant [24]
- Patient Transport Service PTS call handler [25]
- Ambulance care assistant and Patient Transport Service PTS driver [26]

Source URL:https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/information-and-communication-technology?field_field_role=242&page=16&destination=/my-account/my-bookmarks/3694

Links

[1] https://www.healthcareers.nhs.uk/glossary#Wide_area_networks [2] https://www.healthcareers.nhs.uk/glossary#Local_area_networks [3] 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 [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/C9163-1258E-05-25 [10] https://beta.jobs.nhs.uk/candidate/jobadvert/A5359-25-0002 [11] https://beta.jobs.nhs.uk/candidate/jobadvert/H9001-25-0326 [12] https://beta.jobs.nhs.uk/candidate/jobadvert/E0222-25-0016 [13] https://beta.jobs.nhs.uk/candidate/jobadvert/M0051-25-0038-CG [14] https://beta.jobs.nhs.uk/candidate/jobadvert/E0325-25-0015 [15] https://beta.jobs.nhs.uk/candidate/jobadvert/C9287-25-0858 [16] https://beta.jobs.nhs.uk/candidate/jobadvert/B0363-25-0022 [17] https://beta.jobs.nhs.uk/candidate/jobadvert/C9317-25-0684 [18] https://beta.jobs.nhs.uk/candidate/jobadvert/C9184-25-0806 [19] https://beta.jobs.nhs.uk/candidate/jobadvert/C9276-25-0111 [20] https://beta.jobs.nhs.uk/candidate/jobadvert/A0885-25-0002 [21] https://beta.jobs.nhs.uk/candidate/jobadvert/C9150-25-0282 [22] https://www.fedip.org/ [23] https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/knowledge-and-library-services [24] https://www.healthcareers.nhs.uk/explore-roles/ambulance-service-team/roles-ambulance-service/emergency-care-assistant [25] https://www.healthcareers.nhs.uk/explore-roles/ambulance-service-team/roles-ambulance-service/patient-transport-service-pts-call-handler [26] https://www.healthcareers.nhs.uk/explore-roles/ambulance-service-team/roles-ambulance-service/ambulance-care-assistant-and-patient-transport-service-pts-driver