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

- ○ **IT Support Officer**

  St Asaph, LL17 0JE

Salary:

    £26928.00 to £29551.00

Type:

    Permanent

Employer:

    Betsi Cadwaladr University Health Board

Apply now on NHS Jobs for IT Support Officer job (opens in a new window) [9]

- ### IT Support Technician

  Bath, BA1 3NG

  Salary:

      £26530.00 to £29114.00

  Type:

      Permanent

  Employer:

      Royal United Hospitals Bath NHS Foundation Trust

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

- ### ICT Voice Analyst

  Stockton, TS19 8PE

  Salary:

      £37338.00 to £44962.00

  Type:

      Fixed-Term

  Employer:

      North Tees & Hartlepool NHS Foundation Trust

  Apply now on NHS Jobs for ICT Voice Analyst job (opens in a new window) [11]

- ### ICT Facilities Manager

  Port Talbot, SA12 7BR

  Salary:

      £37898.00 to £45637.00

  Type:

      Permanent

  Employer:

      Swansea Bay University Health Board

  Apply now on NHS Jobs for ICT Facilities Manager job (opens in a new window)
  [12]

- ### Senior IT Server Engineer

  Guildford, GU2 7XX

  Salary:

£48270.00 to £54931.00

Type:

Permanent

Employer:

Royal Surrey NHS Foundation Trust

Apply now on NHS Jobs for Senior IT Server Engineer job (opens in a new window) [13]

○ **Principal ICT Technical Architect**

London, SE5 9RS

Salary:

£82462.00 to £93773.00

Type:

Permanent

Employer:

King's College Hospital NHS Foundation Trust

Apply now on NHS Jobs for Principal ICT Technical Architect job (opens in a new window) [14]

○ **Senior ICT Support Officer**

TBC, LL22 8DP

Salary:

£30420.00 to £37030.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

Apply now on NHS Jobs for Senior ICT Support Officer job (opens in a new window) [15]

○ **ICT Systems Support Analyst**

Cwmbran, NP44 3HR

Salary:

£30420.00 to £37030.00

Type:

Permanent

Employer:

Aneurin Bevan University Health Board

Apply now on NHS Jobs for ICT Systems Support Analyst job (opens in a new window) [16]

○ **ICT End User Support**

Swansea, SA6 8RE

Salary:
    £26928.00 to £29551.00
Type:
    Permanent
Employer:
    Welsh Ambulance NHS Trust
Apply now on NHS Jobs for ICT End User Support job (opens in a new window) [17]

- ○ **Band 4 ICT Support Technician**

  ASTON, BIRMINGHAM,, B6 7JJ

  Salary:
      £26530.00 to £29114.00
  Type:
      Fixed-Term
  Employer:
      Birmingham and Solihull Mental Health NHS Foundation Trust
  Apply now on NHS Jobs for Band 4 ICT Support Technician job (opens in a new window) [18]

- ○ **Health Care Support Worker - Southern Parishes ICT**

  Southampton, SO30 3JB

  Salary:
      £24937.00 to £26598.00
  Type:
      Permanent
  Employer:
      Hampshire and Isle of Wight Healthcare NHS Foundation Trust
  Apply now on NHS Jobs for Health Care Support Worker - Southern Parishes ICT job (opens in a new window) [19]

- **Further information**

  - ○ Federation for Informatics Professionals [20]

Other roles that may interest you

- Knowledge and library services [21]
- Emergency care assistant [22]
- Patient Transport Service PTS call handler [23]

- Ambulance care assistant and Patient Transport Service PTS driver [24]

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/H9050-25-1897 [10] https://beta.jobs.nhs.uk/candidate/jobadvert/C9427-25-0426 [11] https://beta.jobs.nhs.uk/candidate/jobadvert/C9345-25-0393 [12] https://beta.jobs.nhs.uk/candidate/jobadvert/H9130-25-0559 [13] https://beta.jobs.nhs.uk/candidate/jobadvert/C9384-25-0466 [14] https://beta.jobs.nhs.uk/candidate/jobadvert/C9213-25-0695 [15] https://beta.jobs.nhs.uk/candidate/jobadvert/H9050-25-1847 [16] https://beta.jobs.nhs.uk/candidate/jobadvert/H9040-25-0946 [17] https://beta.jobs.nhs.uk/candidate/jobadvert/C9020-25-0136 [18] https://beta.jobs.nhs.uk/candidate/jobadvert/C9436-25-0472 [19] https://beta.jobs.nhs.uk/candidate/jobadvert/C9348-25-1590 [20] https://www.fedip.org/ [21] https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/knowledge-and-library-services [22] https://www.healthcareers.nhs.uk/explore-roles/ambulance-service-team/roles-ambulance-service/emergency-care-assistant [23] https://www.healthcareers.nhs.uk/explore-roles/ambulance-service-team/roles-ambulance-service/patient-transport-service-pts-call-handler [24] https://www.healthcareers.nhs.uk/explore-roles/ambulance-service-team/roles-ambulance-service/ambulance-care-assistant-and-patient-transport-service-pts-driver