

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.



Roles in ICT

Explore some of the roles in ICT:



- 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]
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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].

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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

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ICT Integration Developer

stoke on Trent, ST4 7LN

Salary:

£28407.00 to £34581.00

Type:

Permanent

Employer:

University Hospital of North Midlands NHS Trust

Apply now on NHS Jobs for ICT Integration Developer job (opens in a new window) [9]

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ICT Senior Cyber Specialist

Pontypool, NP4 0YP

Salary:

£44398.00 to £50807.00

Type:

Permanent

Employer:

Aneurin Bevan University Health Board

Apply now on NHS Jobs for ICT Senior Cyber Specialist job (opens in a new window) [10]

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ICT EndPoint Project Lead

London, WC1N 3JH

Salary:

£51488.00 to £57802.00

Type:

Permanent

Employer:

Great Ormond Street Hospital for Children NHS Foundation Trust

Apply now on NHS Jobs for ICT EndPoint Project Lead job (opens in a new window) [11]

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ICT Service Desk Analyst

Norwich, NR6 5BE

Salary:

£25147.00 to £27596.00

Type:

Fixed-Term

Employer:

Norfolk & Suffolk Foundation NHS Trust

Apply now on NHS Jobs for ICT Service Desk Analyst job (opens in a new window) [12]

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ICT Portfolio and Capacity Manager

Norwich, NR1 2DH

Salary:

£43742.00 to £50056.00

Type:

Permanent

Employer:

Norfolk & Suffolk Foundation NHS Trust

Apply now on NHS Jobs for ICT Portfolio and Capacity Manager job (opens in a new window) [13]

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ICT Delivery and Development Lead

TBC, LL22 8DP

Salary:

£44398.00 to £50807.00

Type:

Permanent

Employer:

Betsi Cadwaladr University Health Board

Apply now on NHS Jobs for ICT Delivery and Development Lead job (opens in a new window) [14]

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ICT Analyst - Digital Service Desk

Aylesford, ME20 6WT

Salary:

£28407.00 to £34581.00

Type:

Fixed-Term

Employer:

Kent & Medway NHS & Social Care Partnership Trust

Apply now on NHS Jobs for ICT Analyst - Digital Service Desk job (opens in a new window) [15]

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Community Matron - WF ICT Central

Walthamstow, E17 3HP

Salary:

£43742.00 to £50056.00

Type:

Permanent

Employer:

NELFT North East London Foundation Trust

Apply now on NHS Jobs for Community Matron - WF ICT Central job (opens in a new window) [16]

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Community Staff Nurse - Welwyn Hatfield ICT

Welwyn, AL6 9PW

Salary:

£28407.00 to £34581.00

Type:

Permanent

Employer:

Hertfordshire Community NHS Trust

Apply now on NHS Jobs for Community Staff Nurse - Welwyn Hatfield ICT job (opens in a new window) [17]

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Further information

- Faculty of Clinical Informatics [18]
- Federation for Informatics Professionals [19]

Other roles that may interest you

- Clinical bioinformatics health informatics [20]
- Cellular sciences [21]

- Infection sciences [22]
- Microbiology healthcare scientist [23]

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https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/information-and-communication-technology?utm_source=Twitter&utm_medium=social&utm_campaign=Orlo&utm_content=Health%20Careers

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/C9205-24-0756>
- [10] <https://beta.jobs.nhs.uk/candidate/jobadvert/H9040-24-0834>
- [11] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9271-24-0496>
- [12] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9246-24-0898>
- [13] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9246-24-0859>
- [14] <https://beta.jobs.nhs.uk/candidate/jobadvert/H9050-24-1113>
- [15] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9380-24-0456>
- [16] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9395-24-1057>
- [17] <https://beta.jobs.nhs.uk/candidate/jobadvert/C9812-24-0354>
- [18] <https://www.facultyofclinicalinformatics.org.uk/> [19] <https://www.fedip.org/>
- [20] <https://www.healthcareers.nhs.uk/explore-roles/healthcare-science/roles-healthcare-science/clinical-bioinformatics/clinical-bioinformatics-health-informatics> [21] <https://www.healthcareers.nhs.uk/explore-roles/healthcare-science/roles-healthcare-science/life-sciences/cellular-sciences>
- [22] <https://www.healthcareers.nhs.uk/explore-roles/healthcare-science/roles-healthcare-science/life-sciences/infection-sciences> [23] <https://www.healthcareers.nhs.uk/explore-roles/healthcare-science/roles-healthcare-science/life-sciences/microbiology>