E3 Application Specialist

**Job Profile & Responsibilities**

This is a diverse and exciting role for an E3 Application Specialist working collaboratively within the Projects and Service Teams and reporting to the Wellbeing Software Group Clinical Programme Manager. This is a great opportunity for a current E3 user seeking a change in environment, and the opportunity to help deploy new E3 customers and support existing customers of this leading maternity solution.

**Application Specialist/ Product Configurator**

This role requires an E3 Subject Matter Expert to provide application support to internal and external audiences / customers. New E3 customers have a need for application support during deployment including workflow / best practice discussions, testing and system configuration activities pre go-live, and providing on-site support to customers during system go-live, and post go-live as applicable.

Additionally existing E3 customers and Euroking colleagues also have a need for application support, which includes data entry, changes to existing workflows and providing suggestions for improved utilisation of E3 products, and raising any potential issues within Euroking where necessary. The role will also include performing contracted configuration to support NHS Payment By Results and other specific requirements across the customer estate.

There will be an element of third line service support assessing and providing bespoke configuration change requests logged by customers via service desk

**Required Skills**

**HIGHLY DESIRABLE SKILLS**

Given the bespoke nature of this role E3 are ideally looking for candidates who already have:

* Comprehensive, practical E3 System knowledge gained from at least 3 - 5 years in-service experience as an E3 system user. Ideally in an E3 System Management support role with familiarity of additional E3 modules.
* Excellent working knowledge of standard operating processes within a Maternity Department and their application to a Maternity Information System developed within a clerical, informatics or clinical role.
* Detailed understanding of the components of questionnaires and workflow within E3

**IT SKILLS**

* Possessing excellent IT literacy including solid experience of Microsoft Word, Excel and Power point
* Excellent attention to detail when performing intensive system configuration activities

**GENERAL ATTRIBUTES**

* An enthusiastic and self-motivated individual possessing the ability to work on their own initiative.
* Excellent Team Working skills
* Professional attitude and appearance.
* Ability to build positive, trusting relationships with customers and colleagues.
* Flexible and able to adapt to changing situations and working environments.
* Willingness to travel regularly throughout the E3 customer base as required.
* Willing to learn new clinical concepts and technical skills

**COMMUNICATION SKILLS**

* Excellent presentation and verbal communication skills.
* Excellent written communication skills and ability to tailor content to suit a wide variety of audiences.
* Ability to understand customer business requirements and translate to the E3 product
* Ability to negotiate and resolve conflicting views or interests in a constructive and professional manner.
* Ability to communicate effectively both internally with colleagues and externally with customers

Ability to explain the work undertaken and why it is being done.

**INTERPERSONAL SKILLS**

* Ability to conduct Application Support, and Informal Training one-to-one and in small groups.
* Ability to provide application demonstrations for larger groups of delegates.
* Excellent interpersonal skills and ability to engage in clear and open interaction with a wide range of technical / clinical and non-technical / non clinical people of varying seniority.

**ORGANISATIONAL & ANALYTICAL SKILLS**

* Good analytical and problem-solving skills in order to advise customers on making use of system functionality to improve departmental productivity both pre and post go-live.
* Strong organisational and time management skills.
* Ability to document site workflow discussions, highlight Trust and Euroking actions and raise service / change requests in a concise and timely fashion.
* Capable of establishing priorities and meeting deadlines.

Remuneration will be commensurate with experience in addition to a Discretionary Bonus, Private Healthcare, Life Assurance and Income protection. Please apply in writing, including C.V. to the Clinical Programme Manager – andrea.hardy@hssnet.com

# Document Control

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