

# Job Description



## Senior Integration Consultant

### Background

Datix has been a global pioneer in the field of patient safety over the past three decades and today is the leading provider of software for patient safety, risk management and incident reporting for the healthcare sector.

Datix aims to build and promote a culture of safety within healthcare organisations, recruiting professionals who are passionate about improving healthcare and championing technological innovation. Datix continually invests in its software and services, maintaining a leadership position at the forefront of the worldwide patient safety movement.

Datix is focused on the health and social care sector. Its customers include public and private hospitals, primary care providers, GP surgeries, mental health and ambulance service providers. Within the UK this includes more than 75% of the National Health Service. Internationally the Datix client base is growing rapidly and includes large scale deployments in the USA and Canada as well as customers in Europe, Australia and the Middle East. Datix has offices in London, Chicago, Washington DC and Melbourne, with partners in the Middle East, Australia and New Zealand.

We develop, maintain and support our own software and provide training and consultancy services to allow our customers to get the most benefit.

We are committed to the patient safety community and we now support some of the world's largest incident reporting systems. In line with our mission to reduce harm to patients, we are looking to appoint a Senior Integration Consultant to join our Professional Services Team.

### The Role

The Professional Services Team is responsible for the delivery of the Datix application suite to customer sites, as well as integrating our applications with other systems such as PAS, HR and Active Directory.

The role is fully client facing although close cooperation with the development, product management and commercial teams will be required.

The main focus of the role will be to own the delivery of a stable and maintainable integration services approach through the design, implementation and support of a variety of system interfaces, both internal and external. There will also be a requirement to understand and maintain existing customer integrations, as part of a wider integration services team.

The role may require travel to client sites throughout the UK as well as internationally.

The Senior Integration Consultant will be part of the Professional Services Team and will report to the Professional Services Manager.

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## Responsibilities & Duties

The role is a key role with the organisation, the candidate will work closely with various departments in order to deliver client integrations and manage this delivery over the full integration project lifecycle from pre-sales to support and be responsible for:

- Act as a go-between with sales and clients to elicit Integration requirements
- Documenting the integration requirements
- Creation of the integration project plan
- Creation of detailed functional and technical design documents, including test plans, test cases
- Managing the design and configuration for each integration
- Managing the installation of components and packages required for integration
- Managing the implementation effort with client technical teams
- Assisting the client to undertake integration user acceptance testing
- Developing new or improved processes, methodologies, systems, tools enhance integration operations
- Providing mentoring and knowledge transfer to team members and client-base

## Skills, Qualities & Experience

Candidates must be of graduate calibre and have a minimum of 3 years (recent) experience of delivering technical consultancy services (integration, data transfer) within the public sector.

They will ideally have good healthcare knowledge. Experience of risk management/patient safety systems such as Datix is desirable.

The following core skills are required:

- Experience of configuring and developing against integration platforms (e.g. Mirth Connect, Rhapsody, BizTalk, eGate, Cloverleaf)
- Experience configuring and developing against common HIS systems (e.g. Cerner, McKesson, Meditech, Medquist and Transcend)
- Javascript and other scripting languages (e.g. PHP) are essential
- Strong understanding of protocols such as HL7, HTTP, SMTP
- Strong understanding of XML and both SOAP and RESTful Web Services
- Ability to write SQL queries
- Windows Server experience, including IIS
- Networking and security knowledge of common HIS and infrastructures platforms
- Consultancy experience would be beneficial – scoping, project management etc.
- Confidence in both defining a broad integration approach and working with the detail of individual customer interfaces.

The successful candidate must also be able to demonstrate:

- An analytical approach to work
- Excellent problem-solving skills
- Strong interpersonal skills
- Good communication skills
- The ability to absorb complex technical information and pass this on clearly
- Stamina to meet deadlines
- The ability to work under pressure
- Strong project-management skills
- Motivation and commercial awareness

## Package & Benefits

This role comes with an excellent salary and benefits package. Including, 25 days holiday a year, private medical insurance, company pension, death in service cover, subsidised gym membership and discounts on various goods and services through the Datix rewards scheme. If you wish to apply for this role, please forward your CV with a short cover letter to [careers@datix.co.uk](mailto:careers@datix.co.uk).