

Steven Olufowobi

ITIL® Certified IT Systems Specialist — EPR Implementation

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Professional Summary

ITIL-certified IT Systems Specialist with hands-on experience supporting large-scale NHS clinical systems (Oracle Cerner, PAS, MAXIMS) and leading system implementation activities. Expert in IT service management, incident resolution, and change management within complex healthcare environments. Proven ability to ensure service continuity, deliver comprehensive user training, and act as a key technical liaison between clinical staff and IT service teams. Combines deep technical knowledge with an analytical approach (MSc Health Data Science) to drive service improvement and optimize system performance.

Core Competencies & Technical Skills

- **IT Service Management (ITIL v4):** Incident Management, Problem Management, Change Management, Service Request Fulfilment, Service Level Management, Continuous Service Improvement, ServiceNow
- **Clinical & Healthcare Systems:** EPR/EHR Administration (Oracle Cerner eCare, PAS, MAXIMS, GALAXY), System Go-Live Support, Clinical Workflow Analysis, Data Security & Governance (GDPR, NHS Data Protection Act)
- **Technical & Infrastructure:** System Implementation & Migration, User Acceptance Testing (UAT), Root Cause Analysis, SQL (for diagnostics), HTML/CSS, Network Fundamentals, Hardware/Software Troubleshooting
- **Project Management:** PRINCE2 Foundation, Agile Principles, Stakeholder Management, Requirements Gathering, Technical Training Delivery, Process Digitisation

Professional Experience

eCare Systems Support Analyst (IT) — Royal Cornwall Hospital Trust, NHS

March 2024 – Present — Cornwall, UK

- Served as a primary technical escalation point during the trust-wide Oracle Cerner eCare implementation, resolving over 500+ service tickets relating to system configuration, user access, and hardware conflicts.
- Ensured 100% service availability of critical clinical systems during the high-risk go-live period by establishing proactive monitoring processes and coordinating with the Clinical Information Technology Service (CITS) team.
- Acted as an "EPR Navigator" during the go-live at UHCW Coventry, providing at-the-elbow technical support to 150+ clinicians, ensuring a seamless transition with minimal disruption to patient care.
- Reduced recurring system issues by 25% by applying ITIL problem management techniques, conducting root cause analysis on incident patterns in SMAX and implementing permanent fixes.
- Designed and delivered comprehensive technical training on PAS, MAXIMS, and the new Oracle Cerner eCare system to over 200 clinical and administrative staff, improving system adoption and user confidence.
- Maintained strict adherence to NHS data security standards and the Data Protection Act, ensuring zero data breach incidents across all supported patient data systems.

Web & Systems Administrator — Jubilee Centre, University of Birmingham

August 2023 – September 2023 — Birmingham, UK

- Executed a complete web platform migration, including database transfer and content restructuring, ensuring 100% data integrity and zero downtime for end-users.
- Improved platform stability by implementing a systematic testing protocol, identifying and resolving critical interface bugs prior to launch.

IT Business Analyst — Niger Delta Power Holding Company

February 2021 – February 2022 — Nigeria

- Led the full-cycle digitisation of the company's paper-based accounts and documentation systems, gathering user requirements, mapping processes, and overseeing the transition to a new digital workflow solution.
- Deployed automated data quality control frameworks using SQL scripts, eliminating manual data entry errors and improving the reliability of integrated business systems.
- Developed and implemented a new data-driven vendor management IT process, optimising procurement workflows and contributing to significant operational cost savings.
- Created interactive dashboards using Tableau to monitor system KPIs, enabling data-informed decision-making for senior IT and operational management.

Education

MSc in Health Data Science (Merit) — University of Birmingham

2022 – 2023 — Birmingham, UK

- Developed advanced analytical and problem-solving skills applicable to complex IT systems.

BSc in Management Information Systems (2:1) — American University of Nigeria

2016 – 2020 — Nigeria

- **Relevant Coursework:** Systems Modeling, IT Project Management, Strategic IT & Business Planning.

Certifications

- ITIL® v4 Foundation (2025)
- Certified in NHS Clinical Systems Administration (PAS, MAXIMS, GALAXY, eCare)