

# Spotlight on Ellen Dickson, Strategic Director of Health at Telefónica Tech UK&I



Ellen Dickson.

Ellen Dickson, strategic director of health at Telefónica Tech UK&I, is the driving force behind the success of Telefónica Tech's major contract with Cambridge Trust Hospitals, which the company secured in 2018. With over 20 years of experience working in the IT sector across software, hardware and cloud services, Ellen has become an expert in healthcare. She has worked with clients in this field for over a decade to win huge healthcare contracts such as the multi-year £107m contract for Cambridge and has continued to achieve success in the healthcare sector for Telefónica Tech.

Telefónica Tech is the digital business unit of Telefónica, one of the largest telco companies in the world. Telefónica Tech employs over 330 people in Northern Ireland, including a dedicated health-focused team headed up by Ellen, providing IT managed services and broader digital transformation services to leading health trusts across the UK.

Previously, Ellen has worked as a client director across the tech sector on healthcare contracts, and now provides expert advice and support for strategy development for healthcare clients at Telefónica Tech, using her vast experience and knowledge. Ellen oversees the 24/7 team of employees dedicated to healthcare and is currently responsible for 126 people.

Ellen did not follow the conventional route into the IT industry. She enrolled on what was called the Youth Training Programme (YTP) and got a job in an accountant's office whilst undertaking

a BTEC (a specialist work-related qualification) on day release. She then went on to achieve a Higher National Diploma (HND) at night class before completing a degree through part-time study in her mid-20s.

In her personal life, Ellen is also a mother of two and alongside winning major healthcare contracts, she has worked hard to find a healthy work/life balance over the years.

When asked what advice she would give to the younger generation of IT professionals, Ellen commented, "For someone new to the field, it is so important to demonstrate that tenacity and willingness to learn. In the fast-paced ever-changing world of IT, it's crucial to keep up to date with the industry. At this stage in my career, I still continue to absorb and learn new ideas through a fresh lens. Becoming a subject matter expert in your field is so important in any career and for healthcare, knowing the nuances of this vertical and their environment is crucial."

"The IT industry is such an exciting one to be a part of but like any industry, it has its challenges. Our department operates 24 hours, 365 days a year. Working in the healthcare branch is an extremely rewarding job as you are helping so many people, but it is also a very pressurised job that brings huge responsibility.

"Ensuring the delivery of digital clinical services really can make all the difference to someone's life and bring them the necessary help in their time of need."