

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Modern Workplace Engineer
<b>Award Classification:</b>	HS2 or by negotiation
<b>Award / Agreement Name:</b>	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Position Reports to:</b>	Solution Architect, Modern Workplace and DBA manager.

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs



## 1. POSITION PURPOSE

The Modern Workplace Engineer is responsible for supporting the Eastern Health ICT department to lead, manage, and improve business collaborative platforms, as well as modernise the application landscape through working on change initiatives. This role is focused on delivering modern workplace initiatives that supports productivity, engagement, and collaboration.

Working alongside solution architects, technical specialists, project managers and experts in digital workplace solutions, the role will work on support and maintenance of key systems, contributing towards the digital transformation within Eastern Health, with the focus on application governance, security, troubleshooting and support.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Have a proactive approach in resolving BAU tasks within agreed SLA time frames, implement preventative measures, and establish clear processes for efficient resolution
- Manage M365, SharePoint Online and Microsoft Teams environments
- Take ownership of end-to-end M365 solutions with the ability to resolve technical issues.
- Provide ongoing support for in-house power platform solutions
- Plan, lead and implement regular system upgrades to leverage the new features and upgrades of the Business Systems to enhance service continuity.
- Support the administration of the day-to-day operation of the Business Systems, along with managing emerging trends, particularly those affecting the Business Systems
- Work collaboratively with vendors and business clients to ensure that systems and business requirements/needs are met.
- Provide input to and formulate the requirements for proposed system changes and enhancements.
- Implement changes to the organisations enterprise Business systems in accordance with change management procedures
- Determine the root cause of issues, address those issues and communicate to internal and external stakeholders
- Design, manage and coordinate application non-production environments for core applications, including separate environments for business-as-usual and project-related activity.
- Ensure test application stability through appropriately sizing of all environments, suitable monitoring and capacity management.
- Liaise with key stakeholders to understand and support their requirements and test needs, provide solutions to meet programme and stakeholder needs for testing on non-production environments
- Identify, and resolve or escalate conflicts between teams competing for limited testing resources
- Provide costing for new projects that require separate non-production environments
- Manage conflicts on environmental demands and application changes between projects
- Change record management, including change approval board, lead time exemptions as per enterprise change processes
- Produce and publish a monthly environment plan, including utilisation and forecasting possible conflict in advance.
- Demonstrated proficiency in delivering presentations, facilitating customer workshops, and negotiating mutual outcomes
- Provide after-hours application support for related issues on an ongoing basis
- Have a cybersecurity focus and cybersecurity technical and functional acumen. Consider cybersecurity in all aspects of work, documentation and decision making. Keep up to date with advances in threat actor intelligence, cybersecurity controls and solutions that will mitigate cybersecurity risks and apply this to your role and work.

### Technical

- Manage M365, Power Platform and administration, along with other digital platforms (e.g. RedCap, Microsoft Forms), aligning to Eastern Health's enterprise architecture landscape
- Create solution prototypes supporting technology selection, identifying and recommending solutions and ensure solution development is in line with agreed architectural principles and direction

- Support, maintain and upgrade all enterprise application platforms according to the ICT governance model
- Develop system testing and unit testing scripts, and deploy applications in complex environments
- Implement API driven programming for secure integration of data with multiple enterprise applications
- Develop business solutions and workflows based on business requirements and user scenarios
- Develop and maintain PowerShell scripts enabling automation
- Review and revise practices and processes to enhance the efficiency of access for users
- Monitor and maximise the uptime and availability of prod and non-production environments
- Collaborate with internal business and IT stakeholders to deliver sustainable and efficient services.
- Perform other duties as requested by your manager.

This position requires an individual who can:

- work well under pressure, multi-task, and participate and communicate well with a team.
- Good attention to detail, strong listening skills, and good verbal and written communications are required.
- Attend and actively contribute to relevant discussions and meetings.
- Identify, mitigate, communicate and escalate risks and issues.
- This individual must be able to understand the technical content of all meetings and be able to articulate those to the broader Eastern Health community.
- The successful candidate will have excellent written and verbal communication skills
- Be able to develop relationships with and communicating to multiple levels of IT and business staff.

### **3. SAFE PRACTICE AND ENVIRONMENT**

#### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

### **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

### **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

## **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

## **7. EQUAL EMPLOYMENT OPPORTUNITY**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

## **8. PERFORMANCE DEVELOPMENT**

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## **9. EASTERN HEALTH'S PROMISE**

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

## **10. ATTACHMENTS**

- Attachment 1 Key Selection Criteria

## **11. NOTE**

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

INCUMBENT STATEMENT

*I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## ATTACHMENT 1

### KEY SELECTION CRITERIA

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### Essential

- Tertiary qualifications in a technology-related field
- 2+ years of minimum experience in SharePoint online, M365 and Microsoft Teams environment administration
- Previous working experience in designing, delivering and supporting M365 and Power Platform solutions such as Model Driven & Canvas applications, Power Automate solutions
- Good understanding of Microsoft licensing and experience in strategies for license monitoring and optimisation
- Demonstrated experience with the configuration of out-of-the-box capabilities of M365 and SharePoint for document management, collaboration, workflow and search
- Expertise in developing Power BI reports and experience with SSRS to support legacy reports
- Good understanding of programming with Java, PHP, SharePoint and Microsoft web development stack (ASP.NET, C#, HTML, CSS, JavaScript) to build bespoke on-prem and Office 365 solutions
- Utilise PowerShell scripting to automate administrative tasks and enhance the efficiency of M365 implementations
- Experience with development using the SharePoint Framework (SPFx) and previous experience in developing SharePoint webparts
- Experience with the configuration, rollout and customisation of Microsoft Teams
- Ability to work under tight deadlines and prioritise multiple tasks.
- Proficiency with MS Office Suite (Word, Excel, PowerPoint, Outlook) and SharePoint, and strong verbal and written skills
- Demonstrated experience with API integration
- Ability to work as an integral member of a team and proactively assist others.
- Demonstrate a high level of customer service and experience working with Government agencies
- Ability to quickly switch tasks, multi-task, be highly organised and detail-oriented
- Excellent oral and written communication skills, including the ability to adapt communication style to effectively work with multiple levels within an organization

## Desirable

- Practical knowledge of the Government Essential Eight cyber-security prevention strategy and its implementation in M365
- Relevant Microsoft certifications such as MS 900 M365 Fundamentals or MS 102 - M365 Administrator
- Experience in 3<sup>rd</sup> party backup tools such as Avepoint
- SharePoint Online architecture for intranet and document management solutions
- Microsoft Teams lifecycle management, including governance and security
- Familiarity with Copilot extensibility, data access governance and licensing readiness

## Aboriginal & Torres Strait Islander Candidates

*Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.*

*An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)*