

Eastern Health

POSITION DESCRIPTION

Position Title:	Junior ICT Business Analyst (Cyber Security Assurance and Compliance)
Award Classification:	HS2
Award / Agreement Name:	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	ICT Portfolio & Governance 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 ICT Business Analyst is a key member of the ICT team, responsible for ensuring compliance with ICT policies, cybersecurity standards, and audit requirements. This includes supporting audit readiness, maintaining documentation, and aligning cybersecurity practices with regulatory and organisational frameworks. Additionally, the role supports the alignment of Eastern Health's ICT department with relevant IT governance frameworks and models by conducting gap analyses, assisting with implementation, and establishing ongoing maintenance activities. The ICT Business Analyst also collaborates with IT project teams and business stakeholders to gather, clarify, and translate business requirements into documentation and conceptual designs that inform the development of applications and solutions.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

The major duties of the IT Business Analyst will be to:

- They will support Eastern Health's IT initiatives to ensure alignment with IT strategic objectives, business goals, and internal or external compliance needs.
- The IT Business Analyst should be able to provide input into the implementation of a governance model for Eastern Health ICT and best practice.
- The IT Business Analyst will apply technical knowledge and experience to modernise Eastern Health's IT governance practices and principles to increase assurance of continuous compliance integration, faster delivery of changes, and improved linkages between strategy and execution.
- Assist with coordinating IT audits and implementation of the ICT governance controls
- Adopt, support and assist with implementing all relevant technology governance requirements, ensuring the whole organisation adopts one single path for requesting technology change or investment
- They will serve as a steward fostering change to operational technical governance frameworks.
- They will oversee business case analyses for all new and amended functional requirements, reviewing them for sufficient cost, schedule and risk information.
- Proactively collaborate across the business and with ICT teams to align technology delivery to strategic business outcomes through sophisticated governance models and expert project planning
- Support development of a repeatable process for identifying & analysing technologies and tools.
- Facilitate workshops and meetings with decision makers, systems owners, and end user
- Produce details current and future state workflow diagrams
- Assist in developing business cases and business benefits plans and developing metrics and methodology for assessing realisation of benefits
- Scope and document business requirements for new systems or system improvements.
- Document technical requirements to be used by software developers or for procurement of technology solutions.
- Facilitate cyber security assessments for new contracts and proposals
- Document current and future state processes to inform the development of business cases and business requirements specifications
- 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

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.
- 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 ICT Business Analyst will display a high level of professionalism at all times.
- The successful candidate will have excellent written and verbal communication skills including business writing.
- 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

Position Title:	Junior ICT Business Analyst (Cyber Security Assurance and Compliance)
Award Classification:	HS2
Award / Agreement Name:	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	ICT Portfolio & Governance Manager

Essential

- Tertiary qualifications in a technology or business management related field
- Experience implementing governance frameworks, particularly IT Governance.
- Developing policy and supporting documentation for programs
- Ability to work under tight deadlines and prioritize multiple tasks.
- Proficiency with Microsoft365 productivity suite (Word, Excel, PowerPoint, SharePoint Online)
- Ability to work as an integral member of a team and proactively assist others.
- Possess strong verbal and written skills
- Demonstrate a high level of customer service
- Exhibit excellent time management skills 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
- Experience preparing high visibility, executive level presentation materials
- The ability to determine course of action to solve various roadblocks processing initiative requests related to supporting business requests
- Highly developed work organisation skills with the capacity to prioritise competing demands
- Flexible approach to problem solving and a “can do” attitude
- Strong communication skills (written and verbal)
- Consultative approach with a collaborative style
- Ability to assimilate and process large volumes of information in a complex environment and translate it into cogent designs and plans for future state systems and workflows.
- An understanding of the approach to document business processes and business requirements, use cases and user stories.

Desirable

- Experience in coordination and conduction audits
- An understanding of generative AI tools
- Experience implementing COBIT & TOGAF for governance models
- Experience in cyber security technologies
- Previous experience working in and health environment
- An understanding or experience in project management methodologies
- Working knowledge of financial management, project management techniques and methods

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. 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