

Position Title:	PBRC Senior System Administrator
Award Classification:	HS4
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Effective Date:	17 November 2025
Term:	Permanent
Job Type:	Full Time
Location:	Based at Eastern Health – Box Hill Hospital but may require travel between sites.
Directorate	Finance & Procurement
Reports to:	Associate Director Finance Systems
Direct Reports:	0

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 SUMMARY

In 2017 Eastern Health embarked on the Single Billing System (SBS) Project, a four-year transformation program aimed at rationalising its multiple billing, receipting and collections systems into a single enterprise platform called PBRC (PowerBilling & Revenue Collection).

The PBRC Senior System Administrator will primarily be responsible for providing support, development and technical expertise for the PBRC system and its related integration platforms. This role will be working with the Patient Revenue Services team, other System Administrators within Eastern Health and external stakeholders with a focus on solution design, development, testing, implementation and support activities for PBRC integration.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

PBRC Senior System Administrator

- Maintain the PBRC System configuration and SQL Server Integration Platform processes to ensure diagnostic billing data (i.e. Pathology, Imaging, Cardiology) is interfaced to PBRC accurately and on timely basis.
- Monitor, review, reconfigure and resolve the Diagnostic Integration Engine inbound errors (i.e. Pathology, Radiology, Cardiology).
- Maintain interfaces to and from PBRC system and other internal and external systems as required.
- Manage and communicate integration risks, priorities and ensure reliability and efficiency of key integration processes from PBRC source systems and downstream systems.
- Lead production incidents and problem resolution and server patch/software upgrade activities.
- Raise and work through Power Assists (Support Requests) on behalf of business stakeholders with PowerHealth Solutions (PHS) and other Vendors as required.
- Provide operational support to the PBRC System Administrator for activities such as serving patching events, regression testing of software upgrades, Dynamic Table updates, GL mapping/splits maintenance, uploading HIC files for doctors, monitoring status of nightly scheduled jobs, PBRC Agents and Application Server Services as required.
- Check PBRC Integration Alerts and clear errors as required to enable data to process cleanly into PBRC.
- Develop and maintain PBRC in-house custom build reports and Action Queries.
- Monitor vFire Service Portal and PBRC System Administrator mailbox and respond to queries from the business in relation to incidents, change requests, defects, integration issues relating to PBRC.
- Liaise and communicate with key stakeholders including Finance, ICT, Patient Revenue Services, Vendors, Service Providers and other Eastern Health System Administrators to ensure data flows efficiently between PBRC and source/downstream systems.
- Design, develop, test, implement and support integration solutions and configuration for new or changed requirements.
- Perform quality assurance reviews to ensure quality and accuracy of billing data.
- Support business stakeholders in extracting accurate and timely PBRC data for financial analysis and reporting.
- Track and fully document changes to functional and business specifications impacting PBRC and upstream/downstream systems
- Provide leave cover for Finance Systems Team members when required.
- Perform other duties as required.

Business analysis

- Perform end-to-end process gap analysis, review PBRC workflows and document vendor change requests as required.
- Business analysis and process mapping documentation, including ability to lead implementation of standalone process improvements (as required).
- Report requirements analysis.
- Align Business Rules Engine configuration to comply with reporting/legislative requirements.
- Manage reporting around the Change Pipeline.
- Analyse system issues and workflows and make recommendations for future system developments and improvements.

Documentation development

- Develop and amend process maps, SOPs, guides, training materials, and other documents as required, to reflect agreed changes.
- Develop all documents using Eastern Health templates and brand guidelines.
- Ensure all documentation is generated and stored appropriately, using version control.
- Identify changes to standards and processes from projects and assist in solution design proposal.

Training and coaching

- Ability to engage with senior leaders and team members across the organisation.
- Ability to influence others.
- Ability to deliver team coaching to reflect agreed system changes.

3. KEY SELECTION CRITERIA (Attachment 1)

Essential

- Relevant tertiary qualification in commerce, business, accounting, or information systems or relevant degree.
- Highly developed written and interpersonal skills and demonstrated ability to communicate effectively with relevant stakeholders.
- Proactive, innovative and demonstrated ability to deliver high quality solutions and continuous improvement.
- Demonstrated ability to troubleshoot system integration and process issues and come up with solutions.
- Demonstrated ability to manage and perform system upgrades.
- Demonstrated ability to design, develop, test, implement and support integration solutions and configuration for new or changed requirements.
- Demonstrated Oracle SQL, SQL Server and XML coding skills.
- Proficiency with Windows-based applications and MS products including Word, Excel, Visio.
- Ability to mentor and guide junior team members and external consultants.
- Excellent stakeholder and relationship management skills.
- Self-starter requiring minimal supervision.

Desirable

- Patient Billing / IT / System Administration experience in Health Industry
- Identification and implementation of standalone process improvements
- A sound knowledge of clinical systems and applications that integrate with various finance systems
- Development and implementation of appropriate policies, processes and procedures.
- 5+ year working experience with PBRC (PowerBilling & Revenue Collection) or similar billing software.
- Detailed working knowledge of:
 - Health Billing systems & rules for MBS
 - the Health Insurance Commission
 - Private health funds, TAC and WorkCover authorities
 - Department of Human Services guidelines
 - Coning rules in Medicare

4. 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 Compensation (WIRC) Act 2013.

5. 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.

6. 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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 - the Health Insurance Commission
 - Private health funds, TAC and WorkCover authorities
 - Department of Human Services guidelines
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- Ability to mentor and guide junior team members and external consultants
- Excellent stakeholder and relationship management skills

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