Eastern Health

POSITION DESCRIPTION

Position Title:	Junior Research Data Officer
Award Classification:	HS2
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Position Reports to:	ICT Cloud Application and Integration 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 Junior Research Data Officer is a full-time member of the ICT Applications and Integration team, supporting the delivery, development, and maintenance of both on-prem and cloud-based business solutions.

This role is responsible for assisting in the design, configuration, integration and support of applications that meet business needs across Eastern Health. Working under the guidance of senior team members, the team member contributes to the development of cloud solutions that improve workflows, enhance automation, and support digital transformation initiatives particularly in the Office of Research and Ethics, Eastern Health Institute.

The position involves contributing to the ongoing support and enhancement of clinical and business applications, with a focus on HL7 integration, application upgrades, and cloud migration activities. The role supports both cloud-based and hybrid (cloud/on-premises) environments to ensure systems remain secure, reliable, and high-performing. The team member will assist in HL7 message flow configuration and troubleshooting, participate in application upgrades, and support the transition of legacy systems to modern cloud platforms such as Microsoft Azure. This includes following governance and best practice standards while helping maintain accurate documentation and ensuring that technical knowledge is effectively shared across the team.

The role requires a service-oriented mentality, a keen sense of ownership of assigned issues and requests, and an unwavering focus on managing and resolving issues in alignment with the Service Level Agreements (SLAs). Excellent communication skills are also vital to keep customers informed of the status of their requests. The team member must initiate and perform changes on production systems and proactively escalate any issues that cannot be resolved within the established time limits.

2. MAJOR DUTIES AND RESPONSIBILITIES

Operate

a. Identify, mitigate, and escalate risks to the efficient, sustainable, reliable, and secure operation of the application platforms and their databases.

b. Participate in, coordinate, and monitor the quality of changes affecting the application platform. Ensure currency of documentation of changes affecting the application platform.

c. Participate in problem management, incident management and capacity management processes.

d. Provide 'hands-on' technical support and troubleshooting for all systems within the portfolio.

e. Provide after-hours application support for related issues on an ongoing basis.

f. Provide escalation support for the service desk and other support teams, including administrative and other support tasks.

g. Ensure technology is fit for purpose and that customers can efficiently access its capabilities.

Standards and Monitoring

h. Lead the development, maintenance, and monitoring of technical standards and documentation.

i. Monitor application development to ensure compliance with standards and maximum uptime to meet SLAs for all applications and databases.

j. Ensure all applications and database infrastructure are optimally patched and maintained according to the manufacturer's specifications, adhering to EH ICT standards.

k. Ensure all applications and databases are backed up and protected, with supporting documentation and recovery processes tested.

Delivery

l. Lead design, build and test activities to create reliable applications and secure solutions in line with software development and security best practices and standards

m. Participate in the planning and execution of projects

n. Develop and document all new and modified designs and maintain current Application and security knowledge documentation

o. Align projects and other development activities to application and security standards. Apply standards and procedures to new project deliverables, identify and resolve or escalate exceptions.

Core Responsibilities

p. Attend and actively contribute to relevant meetings.

q. Identify, mitigate, or escalate risks and issues.

r. Perform other duties as requested by your direct manager.

s. Ensure that all direct reports are aware of the systems/processes/technologies in the portfolio and eliminate a single point of failure concerning the support of these systems.

t. Have a cybersecurity focus and cybersecurity technical and functional understanding. 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.

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 characterized by change. All programs should endeavor 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 organization. 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 minimizing 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
- Attachment 2   Key Result Areas / Key Performance Indicators

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: ___/____/____

5

ATTACHMENT 1

KEY SELECTION CRITERIA

Position Title:	Junior Research Data Officer
Award Classification:	HS2
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Position Reports to:	ICT Cloud Application and Integration Manager

Essential
- Tertiary Qualification in Computer Science or Software Engineering.
- 1+ years' experience as a Data Officer role in medium-sized corporation environment.
- Experience in extracting and compiling data from databases, spreadsheets, surveys, or research management systems.
- High attention to detail and commitment to maintaining data accuracy and quality.
- Competence with data management tools such as Microsoft Excel, Microsoft SQL Server, REDCap, or other research data platforms.
- Ability to follow data governance protocols, ethical standards, and version control processes.
- Familiarity with DevOps practices and ALM (Application Lifecycle Management).
- Experience in Agile/Scrum methodologies for software development.
- Knowledge of Microsoft 365, Azure, SharePoint, and Dynamics 365 integration with Power Platform.
- Hands-on experience with PowerShell, APIs, and connectors for integration and automation.
- Excellent communication skills in engaging with business users and project stakeholders.
- Excellent analytical and problem-solving skills, including proficiency in technical writing and documentation.
- Good administrative and time management skills while keeping composure under high-pressure scenarios.
- The ability to work in a team while being self-reliant and showing initiative.
- Availability to participate in after-hour support for related application and integration problems and projects.

Desirable
- Experience in the healthcare industry is preferred, particularly with HL7 integration.
- Solid understanding of Power Platform governance, security, and compliance best practices
- Knowledge of Azure AI service and Co-pilot development experience with Teams App

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 support for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and

Respect for all • Safe always • Partnering in care • Learning and improving

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

ATTACHMENT 2

Key Result Areas / Key Performance Indicators

Key Result Areas	Standard Measures	Key Activities
Expertise • Provide expert technical support and troubleshooting for clinical and corporate application environments. • Serve as the technical lead in application upgrade initiatives, focusing on optimizing system performance, database relationships, and integration reliability. • Oversee integration of Power Apps with Microsoft 365, Dynamics 365, Azure services, third-party applications and HL7-based healthcare systems. • Drive automation and efficiency using AI Builder, Dataverse, and Power Virtual Agents, ensuring alignment with business and clinical workflows.	• Recognition by ICT team and application users as an expert in the supported products • Quality of advice provided in reviewing and supporting Eastern Health modern Platform • Quality change management and effective communication to end users in alignment with Microsoft Message Center updates. • Development of reliable automation, integration alerts and monitoring Capabilities.	• Core production systems available 24 x 7, 99% uptime • Prepare and maintain high-level architecture designs, configuration guides, implementation plans, and support documentation to ensure consistency and knowledge sharing. • Microsoft 365 administration and Licensing Planning • Enhance identity governance platform to streamline the business workflow and strengthen the organization security. • Develop and maintain supported application knowledge and technology • Planned maintenance and upgrades are agreed upon and communicated to the business with plenty of notice. • Implement key deliverables from application, database, and security roadmap.
Accountability • Oversee the integration solutions for both clinical and corporate applications. • Conduct and maintain regular application lifecycle reviews in collaboration with business owners. • Oversee the administration of Microsoft environments,	• All significant incidents that involve the application team have their root causes identified, and no repeat incidents happen. • All major technology platforms have a valid lifecycle plan Meeting Service level agreement. • All significant incidents and	• Work closely with IT leadership to align initiatives with the overall digital strategy. • Completion of post-incident review (PIR) and implementation of recommendations. Assist with platform lifecycle planning. • Assist with Application and database lifecycle planning.

including Power Platform, Azure AD, and Microsoft 365. • Design, develop, and implement secure and scalable Azure Cloud solutions to support business applications and digital transformation initiatives. • Ensure the provisioning, configuration, and lifecycle management of Power Platform resources. • Maintain the integrity and performance of the overall environment through proactive monitoring and optimization. • Provide training to the end-users when needed.	monitoring alerts are dealt with within the agreed timeframe. • Application availability • Reduction in repeating issues and problems • Assigned tasks delivered within the agreed targets • Audit / assessment and exception management in accordance with defined standard	• Technical & end user documentation • Delivery/support of assigned systems/applications • Preventative maintenance • Scheduled Upgrades • Vendor Liaison • Prepare and implement equipment standards documentation • Scheduled audit and assessment of all systems in conjunction with standard and in accordance with industry best practice support position • Foster a culture of innovation and collaboration.

Communication • Maintain system documentation, backup and recovery information for core business systems • Actively participate in and give presentations on areas of defined expertise • Actively pursue an excellent rapport with team members and customers • Identify, mitigate, and escalate risks to ensure efficient, sustainable, reliable, and secure operation of the application and database platforms • Participate in, co-	• No significant outages arising from known identified issues • All systems supported by the position are adequately documented. • All changes must have peer review before implementation • Knowledge sharing within the applications team, no single person must be the sole supporter of any system or process •	• Escalate and advise relevant parties of known/impending issues and risks • Technical & end user documentation • Participate in change management process • Participate in problem and incident management process • Follow up and report to client status of outstanding calls • Meet with vendors to minimise turnaround time for database / software problems. • Keep clients updated on technology changes. • Provide feedback in applications team & ICT meetings • Participate in both team & Individual presentations. • Participation in staff meeting

ordinate, and monitor quality of changes affecting the technology platform. Ensure currency of documentation of changes affecting the technology platform. • Participate in problem management, incident management and capacity management processes • Ensure effective knowledge transfer among team members to maintain shared understanding of systems, processes, and technologies within the portfolio, and to eliminate single points of failure in system support.		
Initiative • Process Improvement • Problem Solving • Solution definition	• Annual review of Microsoft environment • Employs a variety of methods to resolve issues • Develop alternative solutions as applicable	• Review the Microsoft environment to ensure that Microsoft licensing is optimized to gain cost efficiencies. • Networks with other like-minded individuals from other health services. • Assist with ICT projects where required • Demonstrate and practice situational leadership • Encourage and provide advice to developers to deliver desired outcomes