Eastern Health

POSITION DESCRIPTION

Position Title:	**Cloud Application Development and Integration Lead**
Award Classification:	HS3
Award / Agreement Name:	**Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021-2025**
Position Reports to:	**ICT Cloud Application & 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

Our promise

Healthier together

Values in action

Respect for all

Safe always

Partnering in care

Learning and improving every day

Enabled and empowered people — Together we enable the success of our people

Excellent care and experiences — Together we deliver the best health care experiences and outcomes

Safe and welcoming — We create and come together in spaces that are safe and welcoming

Optimising resources — Working together we continuously improve our resource deployment

1. POSITION PURPOSE

The Cloud Application Development and Integration Lead is a full-time staff member of the ICT Cloud Applications and Integration team, responsible for providing a high level of technical support, development and software management of Core Business systems to all users of information technology across all Eastern Health Sites as appropriate.

The purpose of the role is to provide leadership and management of the EH integration and development platforms, to lead and drive the building, development and operation of a strong ICT application development and integration solutions; delivering technical expertise, guidance and showing the way for how technology integration enables the patient centric services at Eastern Health.

The role will lead the application and integration team to ensure that the application and integration solution is correctly configured and maintained to allow systems to publish and consume information as required. This will include integration messages to the EMR (Cerner) from other feeder systems (such as PAS, ED, Pathology, Radiology systems), with new message requirements to be created when required. The integration engine (Rhapsody) environment should be maintained to ensure Emergency Software Releases (ESRs) and other security patches are fully tested and appropriately applied.

The role will work closely with other team members and ICT leaders, ensuring that documentation is complete, and knowledge is constantly shared.

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 mus 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/OR RESPONSIBILITIES

Lead

- Mentor and coach, motivate and support the team to achieve its goals
- Provide consultation, direction and prioritization for the teams managing application support
- Lead the development and execution of roadmaps and lifecycle plans for applications and their platforms
- Strive for sustainable technical and operational excellence
- Innovate and optimize to provide improved services, particularly in the Azure cloud environment, with more efficiency and reduced risks.
- Understand and anticipate customer needs and priorities. Coordinate team resources to deliver outcomes according to importance.

Operate

- Identify, mitigate. and escalate risks to the efficient, sustainable, reliable, and secure operation of the application platforms.
- Participate in, coordinate, and monitor the quality of changes affecting the application platform. Ensure currency of documentation of changes affecting the application platform.

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

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

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

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

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

Standards and Monitoring

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

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

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

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

Delivery

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

- Participate in the planning and execution of projects

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

- 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

- Attend and actively contribute to relevant meetings.

- Identify, mitigate, or escalate risks and issues.

- Perform other duties as requested by your direct manager.

- 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 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
- 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: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Tertiary Qualification in Computer Science or Software Engineering.
- 3+ years' experience as a Team Leader role in a medium-sized corporation environment.
- A strong working knowledge of HL7 messaging standards.
- Experience in healthcare software systems, Integration Engine such as Rhapsody.
- Extensive experience integration of multiple systems.
- A strong working knowledge, analysis and design of an object-oriented programming language such as C# or Java and .Net.
- A good understanding of system development life cycle management.
- Working knowledge of both Linux/UNIX & Windows environments.
- Well-developed understanding of SOA principles and technologies
- Data architecture and modelling experience in application integration environments.
- Demonstrated experience in database and application management, including providing High availability and scalable environments.
- Strong experience developing automation scripts and expertise in using SQL language and CU for managing and monitoring databases.
- Knowledge of automation tools like Azure Automation, PowerShell, and ARM templates to streamline repetitive tasks.
- Experience working with Business Intelligence platforms.
- 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 network and security problems and projects.

Desirable

- Experience in Azure SQL and prior experience in migrating databases to cloud environments is highly regarded.

- Experience in working in a fast-paced healthcare environment.
- The tech landscape is constantly evolving. Demonstrated ability and willingness to learn and adapt to modern technologies and best practices is crucial.

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 positon 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