

Eastern Health

POSITION DESCRIPTION

Position Title:	Senior Technical Specialist
Award Classification:	HS2 - Admin Officer Gr 05
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 Technical Specialist Manager

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

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 Senior Technical Specialist is a customer facing technical role within the Eastern Health ICT Department, primarily responsible for the resolution and escalation of ICT service requests and incidents, relating to ICT devices including, but not limited to desktops, laptops, tablets, peripheral devices, local applications and productivity software, printers, multifunction devices, IP phones, mobile devices and scanners. The role also acts to support the Technical Specialist Manager with leadership and mentoring of the Technical Specialist team.

The role requires outstanding customer service skills combined with drive and initiative to cater for, and exceed the needs of our consumer. Expert understanding and knowledge of end user technologies and devices is essential.

High level trouble shooting skills are required to provide prompt and efficient problem resolution. You will be required to apply your adept customer service, technical and troubleshooting skills across Eastern Health's numerous sites.

This position reports to the ICT Technical Specialist Manager overseen by the ICT APD of Service Delivery

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

The Senior Technical Specialist will be required to:

Lead

- Assist the Technical Specialist Manager to mentor and coach, motivate and support the Technical Specialist Team to achieve its goals
- Assist with Onboarding of new team members
- Work with Level 3 technical teams to resolve technical issues
- Assist with the development and execution of roadmaps and lifecycle plans for technology platforms
- Strive for sustainable technical and operational Excellence
- Innovate and optimise to provide improved services, more efficiency or reduced risk
- Understand and anticipate business needs and priorities.

Operate

- Identify, mitigate and escalate risks to the efficient, sustainable, reliable and secure operation of the technology platforms
- Participate in, co-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
- Provide 'hands on' technical support and troubleshooting for all systems within the portfolio
- Provide after-hours technical support for related issues on an ongoing basis
- Provide escalation support for service desk and other support teams including administrative and other support tasks
- Ensure technology is fit-for-purpose and that the business and staff can efficiently access the capabilities it provides

Standards and Monitoring

- Assist with development, maintenance, and monitoring of technical standards and documentation
- Monitor the infrastructure to ensure compliance with standards, maximum up time to meet service level agreement for all network and security related infrastructure

- Ensure all infrastructure systems are optimally patched and maintained according to manufacturer's specifications in accordance with lifecycle
- Ensure all systems, software and corporate data are backed up and protected, with supporting documentation and recovery processes have been tested

Deliver

- Assist the Technical Specialist Manager with design, build and test activities to create reliable infrastructure solutions in line with system and security best practices and standards
- Participate in the planning and execution of projects
- Develop, document all new / modified designs and maintain current network and security knowledge documentation
- Align project and other development activities to systems and security standards. Apply standards and designs 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.
- Assist the Technical Specialist Manager to ensure that all members of the team are aware of the systems/processes/technologies in the portfolio and that no single point of failure exists in relation to the support of these systems
- Have a cyber security focus and cyber security technical and functional acumen. Consider cyber security in all aspects of work, documentation and decision-making. Keep up to date with advances in threat actor intelligence, cyber security controls and solutions that will mitigate cyber security risks and apply this to your role and work
- Be available for after hours on call roster, scheduled and unscheduled (best endeavours) work when required.
- Perform other duties as requested by your direct manager

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. ATTACHMENTS

- Attachment 1 Key Selection Criteria

10. 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

- 5+ Years' experience in support of a mid to large sized enterprise

- Advanced knowledge of desktop, laptop, mobile workstations, tablets and thin client hardware
- Advanced knowledge of Microsoft Windows end user device Operating Systems
- Advanced knowledge of Microsoft Office Suite
- Advanced knowledge of Windows Active Directory including DNS and DHCP
- Advanced knowledge of Printers and Multifunction devices
- Knowledge of peripheral devices such as pagers, barcode scanners and RFID
- Understanding of Microsoft SCCM for imaging of end user devices
- Understanding of Cisco connectivity devices/technologies and adept at network cable patching (including basic networking/wireless and VOIP desk phone technologies)
- Excellent communication skills – will be 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
- The flexibility to relate to different kinds of people and situations
- The ability to work in a team while being self-reliant and showing initiative
- The ability to remain calm under pressure
- Availability to participate in after-hour support for related network and security problems and projects
- Demonstrates a comprehensive understanding of contemporary Cybersecurity principals, trends and controls. Demonstrates application to work and thinking.
- Current Victorian Drivers Licence

Desirable

- IGEL Linux desktop operating system
- Imprivata single sign on
- Citrix published applications and VDI technologies
- Mobile device management technologies