

Position Title: Field Services Engineer

Campus: Maryborough

Directorate: Chief Corporate Service Office

Department: Information Technology – Grampians Health

Reporting to: Director Digital Health Services and Operations

Indirect Reports: Information Technology Service Desk Manager
Director Digital Health Infrastructure
IT Systems Manager
IT Network Manager

Appointment Terms/Conditions:

Classification and Code: Admin Grade 5 (HS5)

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health & Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Fields Service Engineer will service and support the Grampians Health rural network, cybersecurity, systems, servers and desktop hardware (including but not limited to desktop computers, laptops, tablets, printers and phones).

This position will work closely with the Director Digital Health Services and Operations to identify efficiencies and to improve quality and service delivery to Grampians Health. Additional responsibilities include assisting with process improvement with the service desk.

As a member of Information Technology, the appointee will contribute to the overall performance of the team consistent with Grampians Health (GH) Mission, Vision and Objectives.

KEY ACCOUNTABILITIES

Systems, Desktop & Network Administration

- Troubleshooting and fault rectification for server-based operating systems, database management systems, and application/web servers.
- Install network, system, desktop, video conferencing, telephony and printer hardware as required and configure equipment to Grampians Health configuration and performance standards
- Contribute to the ongoing improvement of documentation, scripting, playbooks and operational procedures to ensure efficient and effective deployment of ICT software and hardware.
- Performing regular maintenance activities on server hardware, server operating systems, application servers, database management systems, file storage, print servers, backup, and back-office applications.
- Installation & testing of software and operating system patches/upgrades.
- Monitoring the performance and availability of servers and core applications running on those servers.
- Configure and setup Fortinet Firewalls, VPN and Security appliances for access to vital business applications in conjunction with network and systems teams.
- Setup and configure switching environments that meet the standards and requirements of Grampians Health and Grampians Rural Health Alliance.
- Configure and administer wireless networking in conjunction with network engineers to support secured access and the ability to support voice and video applications
- Configure telephony and video conferencing endpoint hardware and call queueing / console software to GRHA / GH technical and performance specification.
- Responding to inquiries from staff, administrators, service providers, site personnel and outside vendors, etc. to provide technical assistance and support
- Maintain and improve server room, comms room and data centre environments ensure cabling, cooling and power standards and maintained or improved.
- Maintain systems and servers related network to ensure availability of services to authorised users.
- Troubleshooting malfunctions of network hardware and software applications, telephones, desktop and laptop computers and security systems to resolve operational issues and restore services.
- Other IT duties may be required time to time as assigned by management.

Information Management

- Liaise with other information providers/managers within GH to contribute to a co-ordinated and cohesive information management strategy.
- Work as a key member of information management department and provide assistance and advice as required
- Conduct other duties as required within Information Management

Data Quality and Data Integrity Responsibilities

- Demonstrate understanding and commitment to collection and use of high-quality data.
- Ensure all clinical and administrative data is accurately recorded and entered information systems to maintain quality and integrity (inclusive of electronic and paper mediums).

- Ensure you comply with individual logons and other data security measures required for information systems.

Privacy & Confidentiality

- Ensure access to health information is in accordance with the GH Privacy & Confidentiality Policy and the Health Records Act.

Professional Development

- Participate in the Performance Management Program including self-identification of development opportunities and interests.
- Participate in educational programs both internal and external.

Organisational

- Compliance with all GH Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals.
- Participation in the GH integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of GH.
- At GH we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst GH employees.
- GH is committed to a patient/client centred approach in the provision of health care and services, consistent with the GH values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues.

KEY SELECTION CRITERIA

Qualifications & Experience

- Bachelor's degree in information technology, computer science, computer systems engineering discipline, Computer Networking (or similar) etc.; or significant relevant industry experience with relevant Industry Certifications such as MCSA/MCSE, VCP, NSE4, CCNA, Network+.
- Demonstrated experience in Microsoft Windows environments including work with Active Directory, Exchange, SQL, and other core Microsoft infrastructure servers.
- Demonstrated Microsoft 365 experience with migrations, configuration, and support
- Experience working with service management, networking, and infrastructure services (LDAP, DNS, etc)
- Proven knowledge of LAN/WAN/load balancing/firewall concepts and experience in troubleshooting complex issues across the network/hardware
- Experience in delivering IT services in medium to large organisations.
- Demonstrated ability to work autonomously when required.

Technical/Professional Knowledge and Skills

- Configure and setup Enterprise Firewalls, VPN Concentrators and Security appliances for access to vital business applications
- Maintain multi-campus and multi-vendor WAN and LAN environments
- An in-depth knowledge of Microsoft Server operating systems, services, and applications
- Develop and maintain a strong understanding of Azure and Microsoft 365 services
- A good working knowledge of systems administration for, desktop productivity applications, email clients and servers and how these interact with networks and IT infrastructure
- Broad knowledge of current operating systems, networks, servers, and back-office systems including access control systems, email systems, security management systems, directories, file and print servers, web and application servers and database management systems

- Installing software patches and updates in Microsoft server systems
- Structured programming skills including experience using PowerShell
- Knowledge and configuration of Cisco Call Manager and/or Webex telephony and video conferencing systems
- Good working knowledge of cyber security principles and understanding of cyber incident response

Work Environment

- Work onsite and across the Grampians Health campuses regularly.
- Current drivers' licence is essential
- Manual handling tasks that could include but not limited to bending, lifting, twisting, turning, crouching, kneeling.
- Participate in rotating on-call roster and PM shifts

Personal Attributes:

- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.
- **Initiating Action:** Taking prompt action to accomplish objectives; acting to achieve goals beyond what is required; being proactive.
- **Planning & Organising:** Establishing courses of action for self and others to ensure that work is completed efficiently.

Interpersonal Skills

- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Collaboration:** Working effectively and cooperatively with others, establishing and maintaining good working relationships.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS

Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- 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.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.