**Position Title:**  Network Engineer

**Campus:**  Ballarat/Horsham

**Directorate:**  Chief Financial Officer

**Department:**  Digital Health

**Reporting to:**

- **Direct:**  IT Network Manager
- **Indirect:**  Director Digital Health Infrastructure

**Direct Reports:**  Nil

## Appointment Terms/Conditions:

**Classification and Code:**  Administration Grade 4

**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

We are stronger together. | Compassion

We show that we care. | Accountability

We do what we say and say what we do. | Respect

We appreciate and value all people. | Innovation

We adapt and innovate to achieve best outcomes. |
|---|---|---|---|---|
| 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 Network Engineer administers and sustains IT network, security, and voice infrastructure. This position collaborates closely with the Networking and UC teams, as well as the Network Manager, to identify opportunities for efficiency improvements in network and security services with the goal of enhancing quality and service delivery for customers. In addition, the role contributes to process optimization and documentation to ensure the technical operations team consistently achieves operational excellence. The position requires advanced problem-solving abilities and sound judgment, applying expert knowledge in networking and security to meet organisational objectives and service level commitments.

## KEY ACCOUNTABILITIES

### Technical Delivery

- Maintain a thorough understanding of the basics behind the Internet and its workings (DNS, Security, IP Routing, HTTP, VPN, etc.)

- Configure Firewalls, switches, routers, and security appliances for access to vital business applications

- Maintain and troubleshoot Access Control Lists on network and security equipment.

- Monitor voice and video conferencing meetings and assisting staff with the access to and establishment of video conferencing scheduled meetings.

- Configure and monitor Quality of Service (RTLS, Voice, Video) enabled enterprise wireless networking with certificate and user-based authentication.

- Assist in the design of network configuration items including but not limited to IP address schemes, DNS, Routing Protocols, Ether-Channel.

- Configure and install client and server network software and firmware for the upgrade and maintenance of network and telecommunication systems.

- Configure, install and maintain multi-site network operations and software applications, operating systems and regular maintenance with both private and public facilities.

- Maintain and design traffic marking and shaping profiles in conjunction with the Senior Team Members.

- Administration of systems and servers related network services to ensure availability to authorised users.

- Other IT duties as required time to time as assigned by management.

### Service Delivery

- Complete network and security service requests, system maintenance and review access management

- Manage incidents with service providers for hardware, software and telecommunications contracts.

- Resolve incidents using developed troubleshooting capabilities for WAN, LAN, Voice/Video, Security and Remote Access Services in a multi-site environment for different customers

- Responding to inquiries from staff, administrators, service providers, site personnel and outside vendors, etc. to provide technical assistance and support

- Managing assigned activities and project components to deliver services in accordance with established objectives.

- Responsible for troubleshooting and resolving incidents relating to network hardware and operating systems and security systems to ensure expedient restoration to normal service using own judgement. Escalating to Senior and Management Team members as appropriate.

### 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.

- **Initiating Action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.

- **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.

## 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.

## Administrative
- Create, enhance, and maintain technical documentation, process, and diagrams of relevant configuration items

- Assist with the development of standards for technical documentation that promote efficiency, clarity, and timeliness of information for the network and broader IT team.

- Participate in the review and enhancement of technical process efficiencies that support department wide service management excellence.

- Maintain and update accurate records of incidents, service requests and requests for change

- Document and log security risks in corporate risk registers for regular review.

## Other Accountabilities
- Compliance with all GH Policies and Procedures.

- Adherence to infection control policies and procedures as identified in the Ballarat Health Services 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 Grampians Health.

- 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

- Demonstrated experience in the administration, configuration and maintenance of multi-site network and security infrastructure using virtual network components and multiple network service providers

- Demonstrated experience in configuration of Fortinet firewalls, Cisco networking equipment and BGP/OSPF routing protocols

- Demonstrated Ability to coordinate with multiple stakeholders, managing conflict and fostering teamwork.

- Demonstrated Exceptional customer service and phone skills along with the ability to manage own support activities and work with others in a team environment

- Demonstrated Ability to isolate faults and provide rectification for LAN, WAN and VOIP networks.

- Current Victorian Driver's License

## OCCUPATIONAL HEALTH, SAFETY AND QUALITY RESPONSIBILITIES

### Responsibilities and Accountabilities
All Ballarat Health Services employees share responsibility for occupational health and safety, (OH&S) with specific responsibilities and accountabilities allocated to positions within the organisational structure.

Employees also have a responsibility to the National Safety and Quality Standards (NSQHS) in ensuring the effective and safe delivery of healthcare services.

Any employee who fails to meet his/her obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including, dismissal.

### Employees
Employees have a responsibility to comply with all relevant BHS OH&S management system Policies, Procedures and programs. This includes the BHS Injury Management Program.

Employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved standards and Procedures that apply to their activities and check with their Manager when they have any doubts concerning potential hazards.

Employees have a responsibility for:

- Looking after their own health and safety and those of others in the workplace;

- Follow safe work practices and use personal protective equipment as required;

- Participate in OH&S consultation and OH&S training initiatives;

- Report any accidents, incidents, injuries "near misses", safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions;

- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities;

- Don't wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk;

- Performing only those tasks for which they have received appropriate training and instruction;

- Ensuring that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace;

- Participate in emergency evacuation exercises.

### Employees (Non-Clinical – NSQHS)
The role of non-clinical employees is to ensure safe and effective delivery of healthcare services by:

- Actively participating in organisational processes including development and implementation of safety systems, improvement initiatives and training

## 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.

## HOW TO APPLY

**Your application must include:**
- A cover letter stating the **Job No**. specified on the advertisement and any other relevant information you wish to highlight.

- A statement addressing each **"Key Selection Criteria"** clearly demonstrating your ability to meet the objectives of the role including examples of activities completed in previous roles. **Note:** Read the Position Description carefully so you have a good understanding of what is required and remember to address what skills, knowledge, experience and/or attributes you have.

- General resume

- Copies of any formal qualifications.

- Two (2) professional referees

---

**Apply on-line at: grampianshealth.org.au**

---

## AUTHORISATIONS

| Employee | |
|---|---|
| Department Manager | |
| Director / Chief Executive Officer | |
| Date Written: | November 2022 |