

Position Title: Senior Network Engineer – Grampian Health EMR Project

Campus: Grampians Health – (multi-campus)

Directorate: Chief Finance Office

Department: Digital Health

Reporting to: IT Network Manager

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Grade 6 HS6

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. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

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

This role will be designing, configuring, and updating Grampians Health (GH) network and security infrastructure within a professional technical team. This role will be part of the broader technical team leading all the network uplift deliverables to support the implementation of the Grampians Health Electronic Medical Records (EMR) system.

The Senior Network Engineer will work closely with the Senior ICT Project Lead Grampians Health EMR Project, the broader EMR Project team, and vendors to deliver network uplift and optimisation activities for the EMR Project.

The Senior Network Engineer is responsible for working closely with the Network Manager and key managers as required to identify appropriate network and security settings that enable and support enhancement of the network across Grampians Health. Additionally, contribute to the improvement of processes and documentation to ensure the technical operations team delivers operational excellence. The role uses highly developed problem-solving skills and judgement using expert knowledge in networking and security to achieve EMR Project objectives and transition to BAU network management.

About the Grampians Health Electronic Medical Records (EMR) Project

The GH EMR Project is a large-scale clinical transformation project across Grampians Health, and an opportunity to be part of the organisation's digital transformation journey. The EMR project aims to deliver a comprehensive digital patient record across the ambulatory and inpatient areas of GH.

The GH EMR project team will be responsible for designing, building, and implementing the new EMR, drawing on clinical, health informatics, technology and change expertise. The target completion of the project is late 2026.

The GH EMR project team will also work collaboratively with the EMR project team at St Vincent's Hospital Melbourne as we partner to deliver a shared EMR.

KEY ACCOUNTABILITIES

Working in partnership with the Senior ICT Project Lead Grampians Health EMR, the principal function of this role is to deliver network optimisation and uplift required for the implementation of the Grampians Health Electronic Medical Records system, incorporating of the below - **Technical Delivery**

- Deliver the technical deliverables for Network uplift and relevant EMR Infrastructure components to meet EMR Program objectives.
- Maintain a thorough understanding of the Local and Wide Area Network and Wireless technology relating to private networks and public facing networks.
- Design, configure and maintain enterprise grade firewalls with multiple tenancies and serving multiple customers including connectivity with partner organisations with site-to-site VPNs
- Design, configure and implement enterprise network architectures using progressive network designs including firewalls, routers, wireless access systems and switches using multiple VLANs
- Design, configure and implement remote access solutions using enterprise level security suites.
- Design, configure and install complex switching, wireless and routing environments in conjunction with regional IT teams
- Design, configure and maintain complex QoS policy that facilitates high quality voice and video communication as well as prioritised clinical applications on various network systems
- Design and maintain network and security structures such as IP address schemes and allocation, DNS, VLANs, security certificates, access lists to enhance network security
- Design, configure and implement complex routing architectures using open standards protocols such as BGP and OSPF to enhance the resiliency and efficiency of complex multi-site networks.
- Perform regular reviews of network and security devices to ensure system confidentiality, integrity, and availability
- Promote best practice security by highlighting security risks of configuration change and recommending best practice security configuration on security hardware and software.
- Work with key stakeholders to discover and assess system vulnerabilities using vulnerability management software.
- Develop As built, technical documentation and lead the handover of functional network to BAU network support team.

Administrative

- Create, enhance, and maintain technical documentation, process, and diagrams of relevant configuration items
- Develop 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.

KEY SELECTION CRITERIA

Qualifications

- Bachelor's degree in Networking / Communications with minimum 5 Years IT network experience and Cisco CCNP or Fortinet Certified Security Specialist (or equivalent demonstrated experience).
- Demonstrated experience and proven success in similar positions managing multiple technical information systems projects including infrastructure rollouts, network optimisation within a large, complex organisation would be highly advantageous.
- ITIL4 Foundations certificate would be an advantage

Technical/Professional Knowledge and Skills

- Ability to work in a team environment and provide technical leadership to team members using personal skills, judgement, and capabilities to complete complex network designs and implementations.
- Ability to design, configure and implement a multi-site and multi campus networks using enterprise switching and routing infrastructure such as Cisco and Fortinet switches and firewalls
- Demonstrated experience in managing and implementing security networks utilising site to site VPNs and multi tenanted environments using Cisco and Fortinet security appliances.
- Demonstrated knowledge and experience with firewall design and administration using enterprise infrastructure using Cisco and Fortinet products
- Demonstrate experience in the design, implementation and enhancement of enterprise wireless solutions using controller based wireless networks.
- Demonstrated experience in the ability to design, configure and implement complex BGP networks using route maps, prefix lists and advanced BGP features in a multi path network.
- Complex problem solving and troubleshooting ability to isolate faults and provide rectification for IT networks and security infrastructure
- Demonstrated experience in the development of topology and architectural documentation for multisite networks over a large geographic area.

Work Environment

- Work on site with the ability to work remotely as required.
- Reliable transport and the ability to work between various worksites across Grampians Health and the Grampians region

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.
- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.

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.