

Position Title: IT Service Desk Operator

Campus: Ballarat

Directorate: Chief Corporate Service Office

Department: Information Technology

Reporting to: Information Technology Service Desk Manager

Indirect Reports: Director Digital Health Services & Operations

Appointment Terms/Conditions:

Classification and Code: Admin Grade 2 (HS2)

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.

<i>Collaboration</i>	<i>Compassion</i>	<i>Accountability</i>	<i>Respect</i>	<i>Innovation</i>
<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 onsite role is responsible for supporting the efficient and effective delivery of IT services to our customers. The primary focus of this position is the procurement and management of IT stock, ensuring timely ordering, accurate tracking, and smooth coordination of equipment and supplies.

In addition to procurement responsibilities, the role provides secondary support to the call centre and assists with first-level service desk tickets as required.

This position is well suited to a customer-focused individual who is highly organised, proactive, and equipped with strong analytical and problem-solving skills to assist in the effective identification and resolution of IT-related issues

KEY ACCOUNTABILITIES

ICT Support & Service Delivery

- Acts as the routine contact point, receiving and handling requests for support.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Analyse, triage and manage incoming requests to determine the severity and urgency of a request adhering to the priority matrix of the Information Technology Service Management (ITSM) tool.
- Provide expertise advice and support to customers and ensure the upkeep and ongoing accuracy of requests.
- Provide accurate Incident resolution and Service Request management, within established Service Level Agreement (SLA), meeting or exceeding customer's requirements and expectations
- Monitor the IT phone system, ensuring all incoming calls are answered and information is logged with in the ITSM tools
- Adhere to the IT major incident procedure where an incident or a trend in tickets that has the potential to have a High Impact and High Urgency on the Health Service.
- Contribute to procedural desktop support activities such as PC imaging/deployment, phone/printer configuration, and common troubleshooting.
- Administer purchasing/procurement and the receipt of deliveries for requesters and the IT department
- Liaise with suppliers for IT purchases requested by customers
- Liaise with requesters to obtain information and discuss resolution in relation with IT request.
- Contribute to the development of an internal knowledge base.
- Escalates complex or unresolved incidents or requests.
- Flexible and adaptable to working across multiple shift hours, including evenings or as needed to support business operations

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 advice and support as required.
- Conduct other duties as required within Information Management.

Data Quality and Data Integrity Responsibilities

- High standard of correctly classified data entered into ITSM system for accurate reporting
- Demonstrate understanding and commitment to collection and use of high-quality data.
- Ensure all clinical and administrative data is accurately recorded and entered into 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.

General Responsibilities:

- 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 – Grampians Rural Health Alliance, 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

Qualifications & Experience

- Demonstrated experience with administrative support, preferably in the area of Information Technology
- Qualification in the ICT Industry or a commitment to working towards the same formal qualification (preferred but not essential)

Technical/Professional Knowledge and Skills

- **Computer Skills:** Advanced computer skills with demonstrated administrator experience with Microsoft Windows, active directory, Exchange and common IT applications.
- Demonstrated experience in the use of software and hardware in a healthcare setting (preferred but not essential)
- Demonstrated understanding of the ITIL framework (preferred but not essential)
- **Privacy and confidentiality:** Demonstrated understanding of the principles of privacy and confidentiality.
- **Customer Focus:** Ensuring that the customer perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet customers' and own organisation's needs.
- Demonstrated ability to work effectively autonomously with minimal supervision as well as part of a team.
- Customer orientation and ability to adapt/respond to different types of characters

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.
- **Managing Work (includes Time Management):** Effectively managing one's time and resources to ensure that work is completed efficiently.

Quality Orientation:

- Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.
- Proven ability using ITSM tools to assist in the measurement and reporting of IT requests and incidents.

Interpersonal Skills

- **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.
- **Analytical and Problem Solving:** Demonstrated analytical and problem-solving skills to enable effective identification and resolution of IT related issues

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 a 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.