

Position Title: IT Support and Administration Officer

Campus: Horsham / Ballarat / Stawell / Edenhope (By Negotiation)

Directorate: Corporate Services

Department: Information Technology

Reporting to: Information Technology Service Desk Manager

Indirect Reports: Director Digital Health Services & Operations / Infrastructure

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.

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 primary purpose of this position is to action efficient and accurate financial transaction processes that records all aspects of the Information Technology asset and service delivery. This includes purchasing/procurement and the receipt of deliveries.

The position assists the Information Technology teams to provide efficient and effective, customer focused IT support services through timely triage and diagnostics of Service Desk requests.

KEY ACCOUNTABILITIES

ICT Support & Service Delivery

- Act as the routine contact point, receiving and handling requests for support
- 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 accurate Incident resolution and Service Request management, within established Service Level
- 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.
- 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
- Accurately administer the information technology asset management and disposal procedure
- Visual device checks & maintenance (Kiosk TV, ED Waiting Screen, etc)
- Management of mobile devices including mobile phone and iPads/tablets
- Reconciling of invoices and reporting any inconsistencies
- Provide support to the GRHA Admin and finance officer

Data Quality and Data Integrity Responsibilities

- High standard of correctly classified data entered in the ITSM Systems for accurate reporting
- Demonstrate understanding and commitment to collection and use of high-quality data
- Demonstrate compliance with individual logons and other data security measures required for information systems.
- Provide reports as required. Eg KPI's for meetings, Job statistic and Cybersecurity reporting.

Financial Management

- High standard of correctly classified data entered the Financial Systems for accurate reporting
- Accurately administer purchasing/procurement and the receipt of deliveries for requesters and the IT department
- Processing of purchase orders, requestions, and invoices
- Manage car and accommodation bookings for Information Technology staff

Information Management

- Liaise and communicate with all departments and employees.
- Maintain appropriate communication channels
- Completes documentation (as required by the position)
- Maintain accurate records, statistics and reports, as required.
- Demonstrates ability to operate PC based software packages confidently at the level required to fulfil the role
- 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

Privacy & Confidentiality

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

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 colleagues
- 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

- Qualification in accounting / business administration or Information Technology would be highly regarded
- Experience in purchasing and procurement would be highly regarded
- Previous experience in ICT Service Desk / support or similar role would be an advantage
- Experience in the use of software and hardware in a healthcare setting would be an advantage.

Technical/Professional Knowledge and Skills

- Demonstrated understanding of the ITIL framework (preferred but not essential).
- Proven ability using ITSM tools to assist in the measurement and reporting of IT requests and incidents.
- Demonstrated ability to work effectively autonomously with minimal supervision as well as part of a team.
- Demonstrated analytical and problem-solving skills to enable effective identification and resolution of IT related issues.
- **Computer Skills:** Advanced computer skills with demonstrated administrator experience with Excel, Microsoft Windows, Active Directory, Exchange, and common IT applications.
- **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.
- **Managing Work (including time management):** Effectively managing one's time and resources to ensure that work is completed efficiently.

Work Environment

- Work on site with the ability to work remotely if required.

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, and 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.
- **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 accountable for your time

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.

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.
- 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.