Position Title: **Endpoint Engineer**

Campus: Ballarat or other Grampians Health Sites

Directorate: Chief Financial Officer

Department: Digital Health

Reporting to: Director Digital Health Services and Operations

Appointment Terms/Conditions:

Classification and Code: Administration Grade 5 (HS5)

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

Time Fraction (hrs/week): Fixed Term until 30 June 2027 - Full Time, 80 Hours per fortnight with ADO.

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
We are stronger together.	*We show that we care.*	*We do what we say and say what we do.*	*We appreciate and value all people.*	*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 Endpoint Engineer will plan, design, build, and integrate tools and systems to provide a reliable secure workstation environment for Grampians Health systems and applications.

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

Ballarat Base Hospital redevelopment

The Victorian Government is investing $655 million for the redevelopment and expansion of the Ballarat Base Hospital. The Victorian Infrastructure Delivery Authority (VIDA) and Grampians Health (GH) will supervise this redevelopment and expansion. This project will include the creation of a new emergency department, a women and children's hub, a state-of-the-art theatre suite, and an additional 100 inpatient and short stay beds. Furthermore, the project entails a new and expanded critical care floor that will consolidate operating theatres, procedure rooms, an expanded intensive care unit, endoscopy suites, and consulting rooms. The final stage of construction is anticipated to be completed by late 2027. Once completed, the hospital will have the capacity to treat at least 18,000 more emergency patients, an extra 14,500 inpatients per year, and support an extra 4,000 surgeries every year.

The Endpoint Engineer will also play a key role in the Ballarat Base Hospital Redevelopment (BBHR) by enabling the digital foundations of the new acute hospital tower. The role will support the build, configuration, deployment and commissioning of clinical endpoints, mobile devices and facility messaging solutions, working across operational commissioning and transition activities to ensure end-user and device readiness for a safe, reliable operational go-live.

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

Desktop and Application Administration

- Solution Architecture: Develop and implement modern workplace-led solutions
- Endpoint Management: Deploy Modern Endpoint best practices for Standard Operating Environment (SOE) Deployment, Mobile Device Management (MDM), Mobile Application Management (MAM), and application Deployment.
- Workplace Automations: Utilize Microsoft and modern applications to design and deploy custom workplace automations, streamlining business processes and enhancing user productivity.
- Power Platform Collaboration Solutions: Design and manage the implementation of Power Platform's collaboration solutions, continuously monitoring performance, and fine-tuning solutions to optimize the user experience.
- M365 Administration: Expertly administer M365 with proficiency across all Admin Centres. Automate workflows, providing modern authentication support to enhance automation security.
- Application Integration and Security: Integrate various apps and add-ins, register and grant application access, create Conditional Access policies, and thoroughly test application sign-ins to ensure data security and access controls.
- Information Rights Management (IRM): Manage and configure Information Rights Management (IRM) policies applied to Exchange, Teams, and SharePoint files, lists, and libraries, safeguarding sensitive information and maintaining data integrity.
- Resource Management: Collaborate with development and support teams to manage resources effectively, ensuring successful design 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 as an M365 Solution Architect, with a strong track record in designing and implementing Microsoft 365 and Azure solutions.
- Demonstrated experience and understanding of Modern Endpoint best practices, Mobile Device Management (MDM), Mobile Application Management (MAM), and application deployment strategies.
- Demonstrated experience with Microsoft Endpoint Management Solutions for SOE deployment and device management.
- Proficiency in developing custom workplace automations using Microsoft platforms.
- Experience in delivering IT services in medium to large organisations.
- Demonstrated ability to work autonomously when required.

Technical/Professional Knowledge and Skills

- An in-depth knowledge of Microsoft Endpoint Management Solutions for SOE deployment and device management.
- A strong understanding of application integration, security practices, and Information Rights Management (IRM)
- An in-depth knowledge in M365 administration, PowerShell scripting, and modern authentication support to automate workflows.
- 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

Work Environment

- Work on-site with the ability to work remotely if required.
- Availability for IT on-call roster on a rotating basis.
- 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.
- **Innovation:** Generating innovative solutions in work situations; trying different and novel ways to deal with work problems and opportunities.

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.