

POSITION STATEMENT

Position Title: Desktop Support Technician

Campus: Maryborough

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 3 (HS3)

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 Desktop Support Technician is a key frontline role responsible for delivering ICT support services to Maryborough and District Health Service (MDHS) and supporting its transition from Loddon Mallee Shared Services (LMSS) into the Grampians Rural Health Alliance (GRHA) IT environment.

The Desktop Support Technician has responsibility for configuring and deploying new desktop hardware (including, but not limited to, desktop computers, laptops, tablets, printers and phones), installing and maintaining desktop software, and providing second-level support to end users. This includes delivering basic training and guidance on the use of desktop productivity, collaboration, and email systems, and assisting the system administration function in developing and maintaining the standard desktop operating environment.

The successful candidate will work closely with Grampians Health (GH) Service Desk, System Administrators, MDHS ICT staff, and external vendors to resolve support requests, assist with migration activities, and support users as systems and platforms are aligned to GRHA standards.

As a member of Information Technology, the appointee will contribute to the overall performance of the team in alignment with GH Mission, Vision, and Objectives, and will be expected to operate effectively in a dynamic healthcare environment characterised by ongoing digital transformation and service integration.

KEY ACCOUNTABILITIES

Leadership and Management

- Providing support to users for issues associated with desktop hardware, desktop operating systems, desktop application software, software clients, supported peripheral devices and desktop environments including phones and printers, in situations where the helpdesk is unable to resolve end-user issues.
- Create, maintain and update supporting documentation for systems and processes involved with all aspects of Desktop Support
- Managing and prioritising desktop support activities to ensure that service level objectives are adhered to.
- Assisting in establishing and maintaining standards in desktop hardware, desktop operating systems, desktop application software, software clients and desktop environments and managing these across lifecycles.
- Keeping accurate records of work performed by means of the Service Desk ticketing system, and in doing so, providing periodic statistics to management for reporting purposes for all desktop support activities.
- Assisting in investigating, designing, and implementing policies, procedures and tools in support of the IT environment with a focus on desktop support.
- Assist with HelpDesk coverage by way of a scheduled roster or as requested at short notice.
- Provide 24/7 OnCall support after hours through a scheduled roster system to support core Grampians Health.
- Attendance and participation with regular meetings both for group meetings and individual meetings.

Customer Service

- Record and track the progress of Help Desk jobs with a high level of customer service including regular updates to the end client to ensure customer satisfaction.
- Maintain a high level of customer service whilst completing helpdesk requests and ensure that customer is satisfied with the outcome of the job before closing the request.
- Complete the resolution of technical issues including the assurance that escalated cases are addressed in an efficient and timely manner
- Ensure that all issues assigned to you are updated in a timely manner, including if there has been no progress on the issue.

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

- Tertiary Degree in Computer Science, relevant Microsoft certifications, or demonstrable industry experience equivalent to the above.
- Previous experience in a desktop support role. Experience in a medium to large organisation would be an advantage.
- Experienced in procedures, tools, and methods in desktop support.

Technical/Professional Knowledge and Skills

- Strong Troubleshooting & Analytical skills
- Ability to work autonomously and contribute effectively in a team environment
- An in-depth knowledge of and experience in desktop PC hardware, Microsoft Windows desktop operating systems, desktop productivity applications, email clients and servers and how these interact with networks and IT infrastructure
- Understanding of the ITIL framework
- Experience in Endpoint and Mobile Device Management
- Experience in managing printers, phones, and unified communication platforms
- **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.
- **Planning & Organising:** Establishing courses of action for self and others to ensure that work is completed efficiently.

Work Environment

- Work on site (Base Hospital) with the ability to work remotely if required.
- Current drivers' licence and ability to work between various worksites.
- Manual handling tasks that could include but not limited to bending, lifting, twisting, turning, crouching, kneeling.

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.

Interpersonal Skills

- **Resolving Conflict:** Dealing effectively with others in an antagonistic situation; using appropriate interpersonal styles and methods to reduce tension or conflict between two or more people.
- **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 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