

POSITION STATEMENT

Position Title: Desktop Support Technician

Campus: Horsham, Stawell, Edenhope or Ballarat

Directorate: Corporate Services

Department: Digital Health

Reporting to: Desktop Support Technician Team Leader

Indirect Reports: Information Technology Service Desk Manager

Appointment Terms/Conditions

Classification and Code: Admin HS3.1 - HS3.5 (dependent on qualifications and experience)

Enterprise Agreement: Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (single interest employers) 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 across Grampians Health. The role is responsible for configuring, deploying, and supporting desktop hardware and software, administering Microsoft Intune and endpoint devices, providing Level 2 technical support, and assisting staff in the effective use of technology.

Working closely with Service Desk team members, Field Service Technicians, and other IT teams, the Desktop Support Technician acts as an escalation point for complex technical issues, mentors junior team members, and helps deliver reliable, customer-focused technology services across the organisation

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 a strong commitment to the collection, management, and utilisation of high-quality data to support clinical, operational, and strategic decision-making.
- Ensure all clinical and administrative data is accurately captured and maintained across both electronic and paper-based systems, upholding data integrity and compliance with organisational standards.
- Ensure you comply with individual logons and other data security measures required for information systems.

Privacy & Confidentiality

- Ensure all access to health information complies with the Grampians Health Privacy & Confidentiality Policy and relevant legislation, including the Health Records Act.
- Maintain the highest standards of confidentiality in handling patient, staff, and organisational information, both in digital and physical formats.

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 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:** Demonstrates resilience and flexibility in dynamic and evolving work environments; effectively adjusts to new structures, processes, and priorities.
- **Work Standards:** Sets and upholds high standards of performance for self and others; takes ownership of outcomes and consistently delivers quality results with minimal supervision.
- **Stress Tolerance:** Maintains composure and effectiveness under pressure, ambiguity, or competing demands; demonstrates emotional intelligence and professionalism in challenging situations.
- **Initiating Action:** Proactively identifies opportunities for improvement and takes decisive action to achieve objectives beyond standard expectations; demonstrates initiative and a solutions-focused mindset.

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 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