

Position Title: Senior Network Engineer

Campus: Ballarat or other Grampians Health Sites

Directorate: Chief Financial Officer

Department: Digital Health

Reporting to: Direct: Network Manager
Indirect: ICT Infrastructure Program Manager

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Administration Grade 6 (HS6)

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. 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
<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 role will be designing, configuring and maintaining Grampians Rural Health Alliance (GRHA) and Grampians Health (GH) network and security infrastructure within a professional technical team. This role requires the incumbent to provide technical leadership by contributing to and delivering technical strategy and mentoring of others within the team to achieve success.

The Senior Network Engineer is responsible for working closely with the Network Manager and key managers as required to identify efficiency in network and security that enables GRHA/GH to further invest in the enhancement of the network. Additionally, contribute to the improvement of processes and documentation to ensure the technical operations team delivers operational excellence. The role uses highly developed problem-solving skills and judgement using expert knowledge in networking and security to achieve organisational goals and service level targets.

KEY ACCOUNTABILITIES

Management

- Assume leadership in day-to-day operations of Network Team ensuring timely allocation of resources to BAU activities
- Provide technical guidance and be a point of technical leadership for network engineers
- Assume direct staff management responsibilities of the 2nd and 3rd level network support team when the Network Manager is absent to ensuring efficient and effective technical support provision across all network services both during and after business hours.

Technical Delivery

- Maintain a thorough understanding of the modern Local and Wide Area Network and Wireless technology relating to private networks and public facing networks.
- Design, configure and maintain enterprise grade firewalls with multiple tenancies and serving multiple customers including connectivity with partner organisations with site-to-site VPNs.
- Design, configure and implement Software-Defined enterprise network architectures using progressive network designs including firewalls, routers, wireless access systems and switches using multiple VLANs.
- Design, configure and implement remote access solutions using enterprise level security suites.
- Design, configure and install complex switching, wireless and routing environments in conjunction with regional IT teams.
- Design, configure and maintain complex QoS policy that facilitates high-quality voice and video communication as well as prioritised clinical applications on various network systems.
- Design and maintain network and security structures such as IP address schemes and allocation, DNS, VLANs, security certificates, access lists to enhance network security.
- Design, configure and implement complex routing architectures using open standards protocols such as BGP and OSPF to enhance the resiliency and efficiency of complex multi-site networks.
- Perform regular reviews of network and security devices to ensure system confidentiality, integrity and availability
- Promote best practice security by highlighting security risks of configuration change and recommending best practice security configuration on security hardware and software.

- Work with key stakeholders to discover and assess system vulnerabilities using vulnerability management software.

Service Delivery

- Manage network and security service requests, system maintenance and review access management
- Manage incidents and service requests with incumbent service providers that have underpinning contracts for hardware, software and telecommunications contracts.
- Responding to inquiries from staff, administrators, service providers, site personnel and outside vendors, etc. to provide technical assistance and support
- Managing assigned projects and program components to deliver services in accordance with established objectives.
- Accountable for troubleshooting and resolve incidents relating to network hardware and operating systems and security systems to ensure expedient restoration to normal service.

Administrative

- Create, enhance, and maintain technical documentation, process and diagrams of relevant configuration items
- Develop standards for technical documentation that promote efficiency, clarity and timeliness of information for the network and broader IT team.
- Participate in the review and enhancement of technical process efficiencies that support department wide service management excellence.
- Maintain and update accurate records of incidents, service requests and request for change
- Document and log security risks in corporate risk registers for regular review.

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.
- **Initiating Action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **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.

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.
- Negotiation: Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.

Work Environment

- Work on site (Ballarat or Horsham Campuses) with the ability to work remotely if required.

Other Accountabilities

- Compliance with all GH Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Grampians Health Services 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 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

Essential:

- Ability to work in a multi-team environment and provide technical leadership to team members using personal skills, judgement and capabilities to complete complex network designs and implementations.
- Bachelor's degree in Networking / Communications with minimum 5 Years IT network experience and Cisco CCNP or Fortinet Certified Security Specialist (or equivalent demonstrated experience).
- Demonstrated experience in large multi-campus Wide Area Networks.
- Demonstrated experience in enterprise Wireless Local Area Networks.
- Demonstrated experience in enterprise Local Area networks.
- Demonstrated experience in enterprise Datacentre Networking.

Desirable:

- Ability to manage and administer voice and video infrastructure
- ITIL4 Foundations certificate.
- Experience with Software Defined Architectures.

OCCUPATIONAL HEALTH, SAFETY AND QUALITY RESPONSIBILITIES**Responsibilities and Accountabilities**

All Grampians Health Services employees share responsibility for occupational health and safety, (OH&S) with specific responsibilities and accountabilities allocated to positions within the organisational structure.

Employees also have a responsibility to the National Safety and Quality Standards (NSQHS) in ensuring the effective and safe delivery of healthcare services.

Any employee who fails to meet his/her obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including, dismissal.

Employees

Employees have a responsibility to comply with all relevant BHS OH&S management system Policies, Procedures and programs. This includes the BHS Injury Management Program.

Employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved standards and Procedures that apply to their activities and check with their Manager when they have any doubts concerning potential hazards.

Employees have a responsibility for:

- Looking after their own health and safety and those of others in the workplace;
- Follow safe work practices and use personal protective equipment as required;
- Participate in OH&S consultation and OH&S training initiatives;
- Report any accidents, incidents, injuries “near misses”, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions;
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities;
- Don’t wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk;
- Performing only those tasks for which they have received appropriate training and instruction;
- Ensuring that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace;
- Participate in emergency evacuation exercises.

Employees (Non-Clinical – NSQHS)

The role of non-clinical employees is to ensure safe and effective delivery of healthcare services by:

- Actively participating in organisational processes including development and implementation of safety systems, improvement initiatives and training

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 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.

HOW TO APPLY

Your application must include:

- A cover letter stating the **Job No.** specified on the advertisement and any other relevant information you wish to highlight.

- A statement addressing each “**Key Selection Criteria**” clearly demonstrating your ability to meet the objectives of the role including examples of activities completed in previous roles. **Note:** Read the Position Description carefully so you have a good understanding of what is required and remember to address what skills, knowledge, experience and/or attributes you have.
- General resume
- Copies of any formal qualifications.
- Two (2) professional referees

Apply on-line at: grampianshealth.org.au

AUTHORISATIONS

Employee	
Department Manager	
Director / Chief Executive Officer	
Date Written:	September 2026