

Position Title:	SharePoint (M365) Application Support Officer
Campus:	Ballarat (or other Grampians Health campus by negotiation)
Directorate:	Corporate Services Office
Department:	Information Technology
Reporting to:	Direct: M365 Applications Lead (Prev SharePoint Administrator) Indirect: IT Operations Manager
Direct Reports:	Nil

Appointment Terms/Conditions:

Classification and Code: Administration 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 <i>We are stronger together.</i>	Compassion <i>We show that we care.</i>	Accountability <i>We do what we say and say what we do.</i>	Respect <i>We appreciate and value all people.</i>	Innovation <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 purpose of the role is to provide expertise in supporting and the administration of M365 Applications, composed of software and web based products such as MS Teams, SharePoint, MS Forms, Calendering, MS Planner etc, with a focus on user support, guidance, maintenance, and aiding continual process improvement for Grampians Health. This includes identifying opportunities for efficiencies and assisting the implementation of business workflows through tools such as PowerAutomate.

This position will continue to evolve as Grampians Health transitions towards further use of M365 capabilities.

As a member of Information Technology, the appointee will contribute to the overall performance of the team consistent with Grampians Health Mission, Vision and Objectives.

KEY ACCOUNTABILITIES

Technical

- Assist end-users with functional issues or questions in relation to M365 products
- Assist with M365 application system and user administration including MS Teams and SharePoint
- Assist with Intranet/SharePoint content updates and user administration.
- Investigate and identify errors and bug and assist in resolution process.
- Assist with development of SharePoint to be a user-friendly portal providing access to other systems within the intranet website for staff.
- Documenting business process requirements and creating solution support documentation.
- Monitor scheduled tasks and/or jobs including permissions
- Assist with the development of Power Apps and Power Automations that will integrate with SharePoint, including Application and User Acceptance Testing.

Leadership and Management

- Work as a part of the SharePoint Team and with Stakeholders to support and enhance M365 Application services.
- Work autonomously and as directed to deliver allocated work on time, within budget, and within specification.
- Assist with technical specification, documentation, development, and enhancement of service and delivery.
- Liaise with key stakeholders to gather requirements, seek clarifications, and provide advice when required.
- Work collaboratively with support teams to provide training and assistance to end users.
- Identify and assist with the development of proposals for the enhancement of relevant business workflows and automation that this technology provides.

Teamwork and Customer Service

- Record and update work completed in the ITSM tool in a timely and inclusive manner.
- Assist to identify and troubleshoot issues for the best resolution path.
- Collaborate with all levels of IT support to improve troubleshooting, responsiveness, and BAU activities.

Work Environment

- Ability to work remotely or work on site (any campus) if required

KEY SELECTION CRITERIA

Qualifications and Experience

- Tertiary qualifications in an information technology, computer science, or similar discipline; or relevant industry experience.
- Industry experience in supporting M365 applications including MS Teams, Calendaring/Bookings, SharePoint, Planner etc..
- Understanding and experience of document and file management including the use of metadata.
- Working knowledge and experience in data structures, data relationships and process development.
- Full driver's license

Technical/Professional Knowledge and Skills

- Demonstrated high level of written and online communication, customer service, and the ability to deal tactfully with people at all levels.
- Proven knowledge and application of ITIL framework would be an advantage.
- Experience with the Microsoft Power Platform, mainly Power Automate and Power Apps.
- Planning & Organising: Establishing courses of action for self and others to ensure that work is completed efficiently.

Work Environment

- Work on-site or remotely

Personal attributes

- Excellent attention to detail, with demonstrated high level analytical, conceptual, and problem-solving skills.
- 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.

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.