PathWest
LABORATORY MEDICINE WA

<CLEARANCE REG NO. PWW2241 – DG31OCT2016>

SECTION 1 - POSITION IDENTIFICATION

NETWORK	Corporate	**POSITION TITLE**	Information Technology System Support Officer
SITE	QEII	**LEVEL**	G5
DEPARTMENT	Corporate Services	**POSITION NO**	00003557
SECTION	Information Services	**AWARD**	Health Salaried Officers Agreement

SECTION 2 - POSITION RELATIONSHIPS

RESPONSIBLE TO

Title:
Manager Information and Communication Services

RESPONSIBLE TO

Title:
IT Resource Manager

THIS POSITION

Positions under direct Supervision:

Position No.	Title	Classification	FTE

SECTION 3 - KEY RESPONSIBILITIES

State BRIEFLY the key responsibilities or prime function of the position. Refer to definitions of terms to ensure the correct meaning of verbs frequently used eg. Controls, Maintains, etc.

Supports, maintains and enhances PathWest Laboratory Medicine WA Strategic Information Systems.

INFORMATION TECHNOLOGY SUPPORT OFFICER, LEVEL G5, POSITION NO 00003557.

SECTION 4 – BRIEF STATEMENT OF DUTIES

Duty No.	Details
1.	**STRATEGIC LABORATORY INFORMATION SYSTEMS** 1.1 Supports strategic laboratory information systems through the editing of configuration tables, the editing of existing and the creating of new programs and scripts. 1.2 Adds new approved user requested features to information system packages using the tools provided with the packages and Unix and Linux system administration tools. 1.3 Maintains and where necessary develops software written using various programming languages. 1.4 Supports users in the development of ad-hoc queries using end user tools. 1.5 Writes and uses test plans for the testing of new package features. 1.6 Documents and reports system problems back to contractors or system vendors as appropriate.
2.	**TECHNICAL CONSULTANCY** 2.1 Assists with the preparation and maintenance of IT systems technical documentation. 2.2 Assists with the preparation and maintenance of IT systems user documentation. 2.3 Provides technical support and direction of users of strategic information systems
3.	**GENERAL** 3.1 Undertakes programming tasks to create and maintain in-house systems. 3.2 Undertakes specialised technical assignments as directed by the I.T. Manager. 3.3 Provides after hours rostered and emergency on-call user and production support as directed. 3.4 Undertakes continuing professional development to maintain professional standards and technical skills.
4.	**OTHER** 4.1 Performs duties in accordance with organisational Policies and Procedures. 4.2 Performs duties in accordance with relevant Occupational Health and Safety and Equal Opportunity Legislation. 4.3 Conducts duties in a manner that is ethical and promotes a positive image of PathWest Laboratory Medicine WA. 4.4 Participates in Performance Planning and Review. 4.5 Performs other duties as directed.

INFORMATION TECHNOLOGY SUPPORT OFFICER, LEVEL G5, POSITION NO 00003557.

SECTION 5 - SELECTION CRITERIA

ESSENTIAL MINIMUM REQUIREMENTS

1. Vocational qualification or equivalent experience in Information Technology.
2. Knowledge of the UNIX and Linux operating systems including system administration and scripting
3. Knowledge of Microsoft operating systems including servers and workstations.
4. Knowledge of programming languages.
5. Knowledge of networking technology.
6. High level of Analytical and Problem Solving Skills and a high level of written and verbal communication skills
7. High level of interpersonal skills and the ability to work as part of a team.
8. Knowledge of ITIL principles and understanding of good customer service

DESIRABLE REQUIREMENTS

1. Familiarity with medical laboratory information systems.
2. Knowledge of Disability Services – Awareness of access to health services that affect clients of this position.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

SECTION 6 – APPOINTMENT FACTORS

LOCATION QEII	ACCOMMODATION

ALLOWANCES/SPECIAL CONDITIONS:

 - **Criminal Record Clearance required.** The Criminal Record Screening is processed by Health Support Services (HSS) under the Department of Health's Criminal Record Screening Policy.

 - **Citizenship of Australia or Permanent residency of Australia** as defined by the Commonwealth Immigration Act is an essential requirement if applying for permanent positions.

For positions advertised for fixed term or casual appointment a relevant work visa must be held. (if not currently held, must be acquired prior to commencement at applicant's expense).

Verification of residency/visa status must be provided prior to employment commencing.

- **Completion of 100 point identification check required.**
- **Successful Pre-Employment Health Assessment required.**
- **Successful Pre-Employment Integrity check required.**

SPECIALISED EQUIPMENT OPERATED

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

HEAD OF DEPARTMENT/ PRINCIPAL SCIENTIST
SIGNATURE
DATE

EXECUTIVE DIRECTOR
SIGNATURE
DATE

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

NAME	SIGNATURE	DATE APPOINTED TO POSITION	DATE