



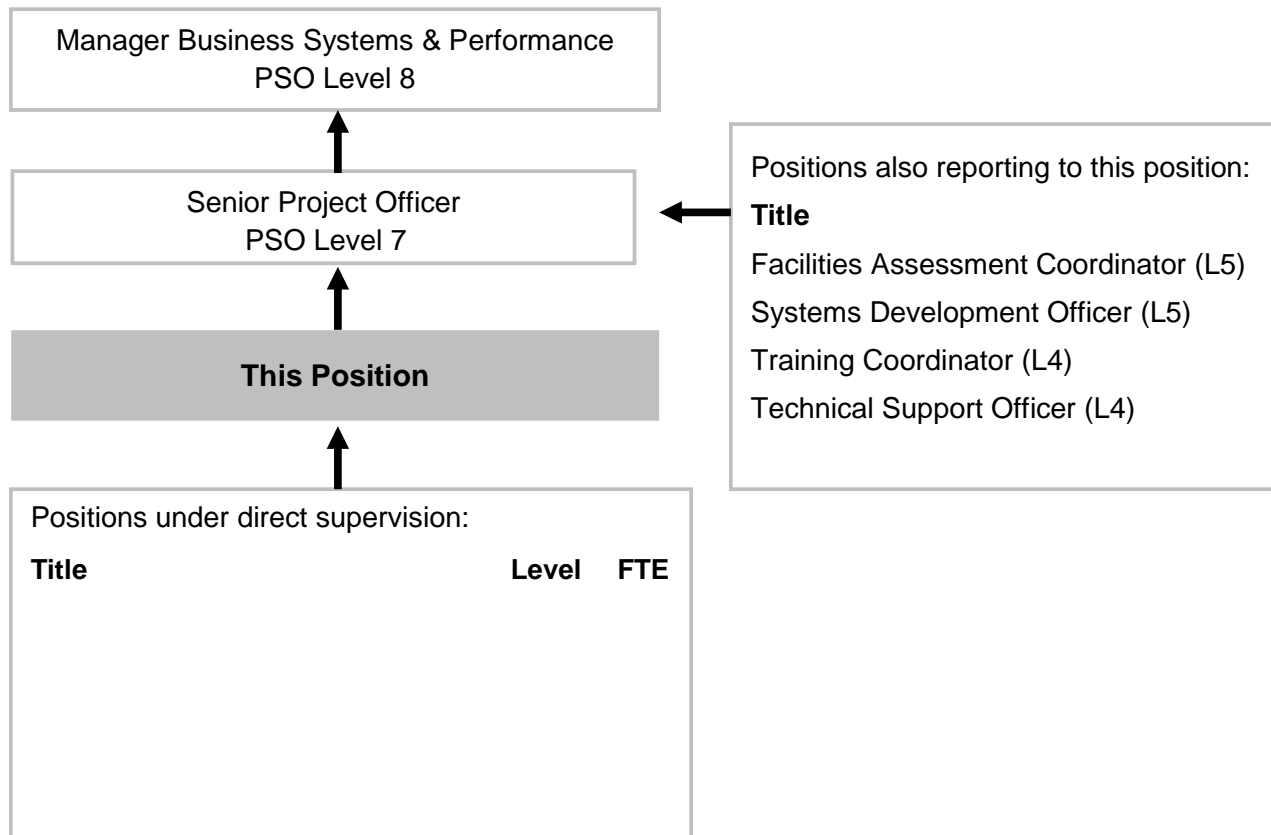
Job Description Form

TECHNICAL LEAD

Public Service and Government Officers General Agreement: PSO Level 5
 Position Numbers 00014830

Effective Date of Document: 20 August 2019

Reporting Relationships



Key Responsibilities

Responsible for leading the design, procurement and deployment of clinical ICT systems to DHS sites throughout the state and supervising the day-to-day functions of project staff. Provides technical consultancy services for computer, network and systems operation including monitoring of data flows.

Statement of Duties

1. Technical

- Installs tests and maintains network communications operating and system hardware and software with adherence to change management procedures.
- Responsible for the analysis and resolution of complex network hardware and software problems encountered in the ICT environment.
- Liaise with users, staff and external vendors in the installation, maintenance and support of the ICT environment.
- Provides systems administration services including security, disaster recovery and maintenance of networks and central computer systems for Dental Health Services.
- Manages and coordinates the evaluation of new information systems – hardware and software - in consultation with HSS, vendors, staff and management.
- Manages and administers Active Directory and Group Policy to ensure that system security and data is optimised.
- Manages and administers DHS WAN & LAN equipment.

2. Administration

- Provides leadership and guidance to other staff members.
- Arranges ICT equipment procurement.
- Contributes to the development and maintenance of all ICT policies and procedures, in accordance with the requirements of DHS, NMHS and Office of the Auditor General.
- Maintains the DHS ICT assets databases and assists in the management of assets.
- Liaises with external agencies and vendors as required for technical support, maintenance contracts and warranty and non-warranty repairs.
- Represents ICT on committees and working groups within DHS and associated agencies.

3. Training

- Assist in training colleagues and staff in ICT hardware, operating systems and applications to ensure best use is made of ICT resources and services.

4. DHS Governance, Safety and Quality Requirements

- Participates in the maintenance of a safe work environment.
- Participates in an annual performance development review.
- Has an understanding and fulfils National Safety and Quality Health Services Standards requirements including but not limited to:
 - Participating in continuous safety and quality improvements actions, such as audits, reviews and drills that result in improvements to patient care, staff knowledge or the consumers experience that align with actions described within the standard.
 - Participating with the development, implementation, reporting and monitoring of DHS activities.
 - Ensuring records and statistics are kept in accordance with established procedures.
- Completes mandatory training (including safety and quality training) as relevant to role.
- Performs duties in accordance with Government, WA Health and Dental Health Services Policies and Procedures including the relevant Occupational Safety and Health legislation, Equal Opportunity legislation and WA Health Code of Conduct.

5. Undertakes other duties as directed

Work Related Requirements

Essential Selection Criteria

1. Substantial experience in a system and network administration role with practical experience in the installation, configuration and support of ICT systems and networks.
2. Proven highly developed fault analysis and resolution skills in medium to large ICT environments comprising networks, servers, desktops and peripherals.
3. Extensive experience in Microsoft operating systems and applications.
4. Excellent verbal and written communication skills with a proven ability to present complex information clearly, concisely and effectively.
5. Excellent interpersonal skills with a proven ability to develop and maintain productive working relationships and negotiate with staff and stakeholders at all levels.
6. Current driver's licence.

Desirable Selection Criteria

1. Knowledge of the Health industry and familiar with health based applications and data.
2. Relevant tertiary qualifications or job experience accepted as being professionally equivalent.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Criteria

- Evidence of current and valid driver's licence.
- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

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

Glen Walker		HE06098	30 / 04 / 19
Manager / Supervisor Name	Signature or	HE Number	Date
			/ /
Dept. / Division Head Name	Signature or	HE Number	Date

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

			/ /
Occupant Name	Signature or	HE Number	Date

Registration Details (to be completed by HR)

			/ /
Position Title	Signature or	HE Number	Date

HSS Registered Date: 20 August 2019