

## Position Title: Integration Development Officer

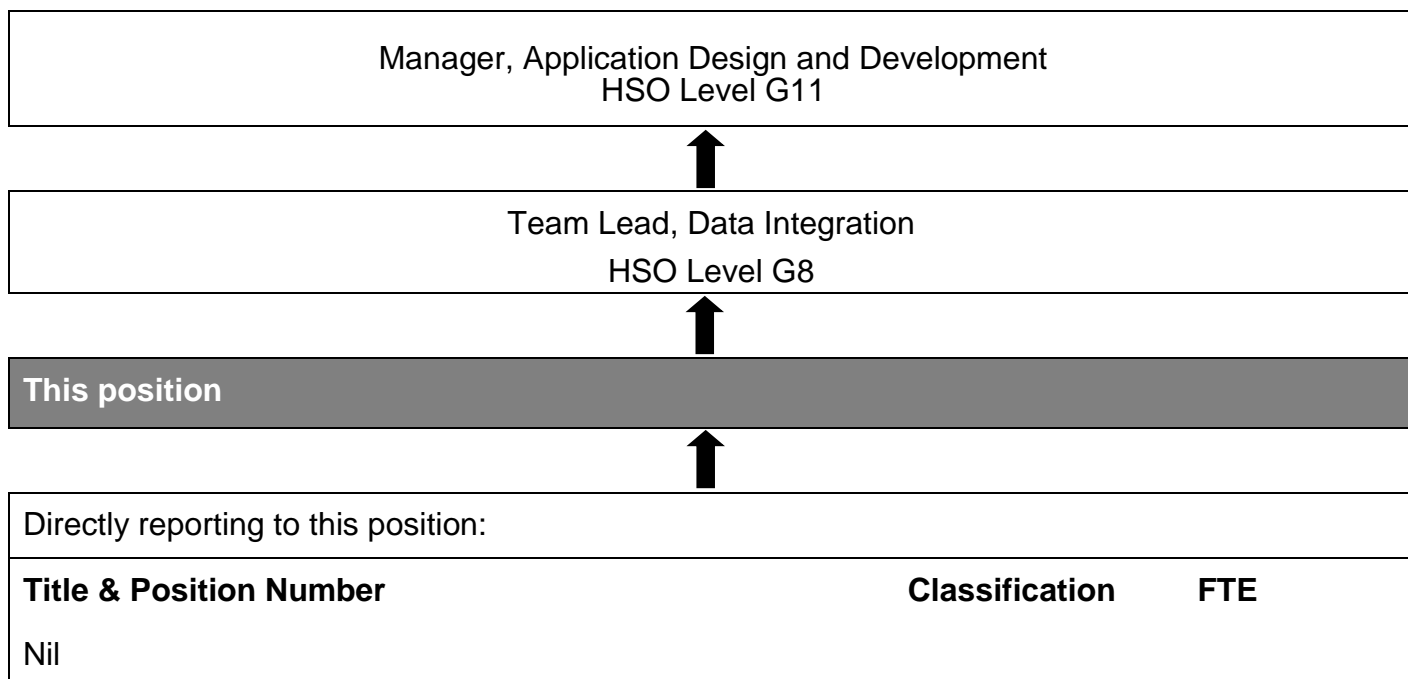
<b>Position number</b>	TBD
<b>Classification</b>	HSO Level G5
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	ICT
<b>Function</b>	Applications
<b>Location</b>	Perth Metropolitan Area

### KEY ROLE STATEMENT

As part of the Health Support Services (HSS) ICT Business Unit, the Integration Development Officer is responsible for:

- Providing development and technical support in the delivery of quality ICT application integration and interoperability services.
- Providing development and technical support in the integration, testing and implementation of commercial-off-the-shelf (COTS) ICT application services.
- Analysing, developing and testing application development integration and interoperability tasks.

### REPORTING RELATIONSHIPS:



## ORGANISATIONAL CONTEXT:

On 1 July 2016, in accordance with the *Health Services Act 2016* (WA), Health Support Services (HSS) was established as a Chief Executive-governed Health Service Provider that is a statutory authority accountable for the delivery of corporate support services.

HSS is committed to enhancing customer experience by delivering high quality shared services to customers, including financial, ICT, supply and workforce services within a dynamic and complex environment. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are simple, reliable and responsive for its customers.

HSS actively seeks to empower a “Think Customer First” culture with skilled, motivated and experienced teams of people that continually seek to understand the needs of customers and to improve efficiency, processes and procedures, and add value for customers.

With a commitment to equity and diversity, relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS is committed to employee career development and professional learning.

## HSS BUSINESS PLAN FOR 2019-21



## BUSINESS UNIT ROLE:

The ICT Business Unit provides solution development, implementation, transition and operations support for the WA health system's clinical and corporate business systems. This includes the strategic planning, architecture and ongoing management of the WA health system's ICT network, applications and infrastructure, provision of ICT support to WA health system customers and the management of ICT security and risk (including security of patient data). ICT is also responsible for overseeing all major projects and programs relating to ICT across the WA health system including technology migration, upgrade and implementation.

## POSITION RESPONSIBILITIES:

### **HSS Participation (Team):**

- Maintains a client focus on service delivery including client contact and management.
- Contributes to the HSS's strategic directions and business plans through maintenance of an awareness of best practice, trends and issues concerning the core functions of the Business Unit, Function, Team and the HSS.
- Builds alliances with stakeholders, interest groups, client agencies and within HSS to enable development, acceptability and achievement of the HSS's designated outcomes, and to promote the HSS's service capabilities.
- Participates in and leads cross-functional project teams within HSS to develop and deliver improved services and systems.
- Represents the ICT Business Unit / Function / Team and HSS, if required, on Whole of Health and Government committees and working parties.

### **HSS Participation (Self):**

- Treats customers well, responds to telephone calls and emails in a timely fashion. Is reliable in following up queries and complaints.
- Takes responsibility for one's own work, ensuring approved procedures are followed and deadlines met.
- Contributes to the well-being and achievements of the team.
- Participates in performance development activities. Strives to improve one's own performance.
- Contributes to business improvement and change management activities.
- Undertakes all duties in accordance with the WA Health Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.

## **Role Specific Responsibilities and Key Outcomes:**

### **Leadership**

- Promotes and fosters a customer-focused culture within the team based on HSS values and strategic priorities.
- Champions continual improvement and quality management.
- Establishes effective working relationships with HSS staff and other stakeholders to achieve objectives.
- Provides expert advice and guidance as required.
- Maintains knowledge of current industry standards, trends and practices.
- Participates in cross-functional project teams within HSS to develop and deliver improved services and solutions.

### **Relationship Management (Stakeholder Relations)**

- Engages with customers, internal and external to HSS, to thoroughly understand their business functions, needs and service expectations to be able to provide advice and support on the efficient use of supported ICT application services.
- Liaises with external service providers as required.
- Provides application support and assistance on the operation of ICT applications by providing timely and effective resolution of application problems.

### **Service Delivery**

- Supports the process of continuous improvement of services and work practices
- Awareness of developments and trends in information technology particularly in respect to the health environment
- Provides support to ensure performance and capacity issues are addressed during the system development cycle

### **Value Delivery**

- Assist in maintaining Health Support Services (HSS) policies, procedures and documentation
- Contributes to the formulation of business and technical strategies
- Participates in the development of disaster recovery plans as an integral part of information systems development and implementation
- Participates as a team member in the development of standards relevant to application development

### **Application Development Support**

- Supports the development and maintenance of information systems to support the operational and strategic information needs of the health service
- Assists in the provision of application security functions to ensure developed applications comply with health standards
- Undertakes programming functions and technical methods to solve system analysis problems
- Assists with unit and integration testing of developed applications
- Provides support and maintenance services for application data repositories and extract, transform and load (ETL) processes
- Assists with the facilitation of the conversion of legacy data from existing applications to replacement systems where appropriate

### **Business and Technical Consultancy**

- Contributes to integration and interoperability related business analysis, process reviews and the development of business models for information system development purposes.
- Contributes to the development of detailed user requirement specifications associated with data integration and interoperability for systems design and evaluation purposes.
- Provide technical support to ensure availability, accessibility and continuity of HSS ICT application integration and interoperability services including testing of system backups and disaster recovery procedures and processes.

## **Solution Design, Development, Delivery and Support**

- Contributes to the continuous delivery of ICT application integration and interoperability solutions using industry best-practice and contemporary development and delivery tools and techniques.
- Develops technical interfaces that facilitate access and retrieval of common data across application systems.
- Provides data integration and interoperability support for database and application system development projects.
- Undertakes prototyping and programming of application integration and interoperability solutions and services for Commercial-Off-The-Shelf (COTS) and Bespoke applications.
- Develops and maintains application integration and interoperability solutions and services according to agreed timeframes and compliant with HSS and ICT standards, procedures and processes.
- Develops and maintains application integration and interoperability solutions and services using a range of strategies, architectures and technologies, but not limited to, the following:
  - HL7 Messaging
  - Service Oriented Architecture (SOA)
  - APIs
  - Data and Micro Services
  - Java and OSGI Frameworks, Java 1.7+ and Apache
  - Red Hat JBoss products including J2EE and JBoss FUSE
  - Ensemble
  - Oracle, SQL, PostgreSQL and Cache Databases
- Develops and maintains application data extracts using a range of technologies and tools such as Microsoft SQL Reporting Services.
- Participates and undertakes unit and operational testing of data integration and interoperability services supporting the delivery of quality assured ICT application solutions.
- Achieves and maintains knowledge in HSS's ICT application integration and interoperability solutions including data management (backup, recovery and data protection), business ownership and support structures, and other complimentary offerings.
- Provides secondary level technical support for ICT data integration and interoperability services.
- Provides third level technical support for bespoke ICT data integration and interoperability services.
- Monitors and supports the delivery of ICT application integration and interoperability services.
- Provides after-hours systems support as required.

## **Other**

- Contributes positively to a safe team environment that values equity and diversity and enables the achievement of personal and team goals.
- Performs other duties as directed.

## SELECTION CRITERIA:

### ESSENTIAL CRITERIA:

1. Demonstrated experience in delivering and maintaining quality ICT data integration and interoperability solutions and features that have delivered better business outcomes in line with customer expectations highlighting your involvement in analysis, design, development and testing in the delivery and maintenance of.
2. Development experience in an integrated enterprise environment with a range of development, integration and database technologies along with awareness of toolsets that support rapid agile development and continuous delivery of quality assured solutions and features.
3. Demonstrated experience in problem solving and well developed conceptual and analytical skills to resolve problems and issues associated with data integration and interoperability using technology.
4. Well-developed written and verbal communication skills.
5. Demonstrated ability to work autonomously and as part of a team.

### DESIRABLE CRITERIA:

1. Qualification in an Information Systems, Information Technology, Computer Science or related area.
2. Experience or awareness in Agile development and delivery methodologies.
3. Experience in continuous quality improvement activities.
4. Experience with developing or supporting integration and interoperability solutions and services with Ensemble/Cache, Cloverleaf or JBoss technologies.
5. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

### APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

**DIRECTOR HR & CAPABILITY**

**EXECUTIVE DIRECTOR**

SIGNATURE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

DATE \_\_\_\_\_