HSS health support services

GOVERNMENT OF WESTERN AUSTRALIA

Position Title: Service Management Analyst

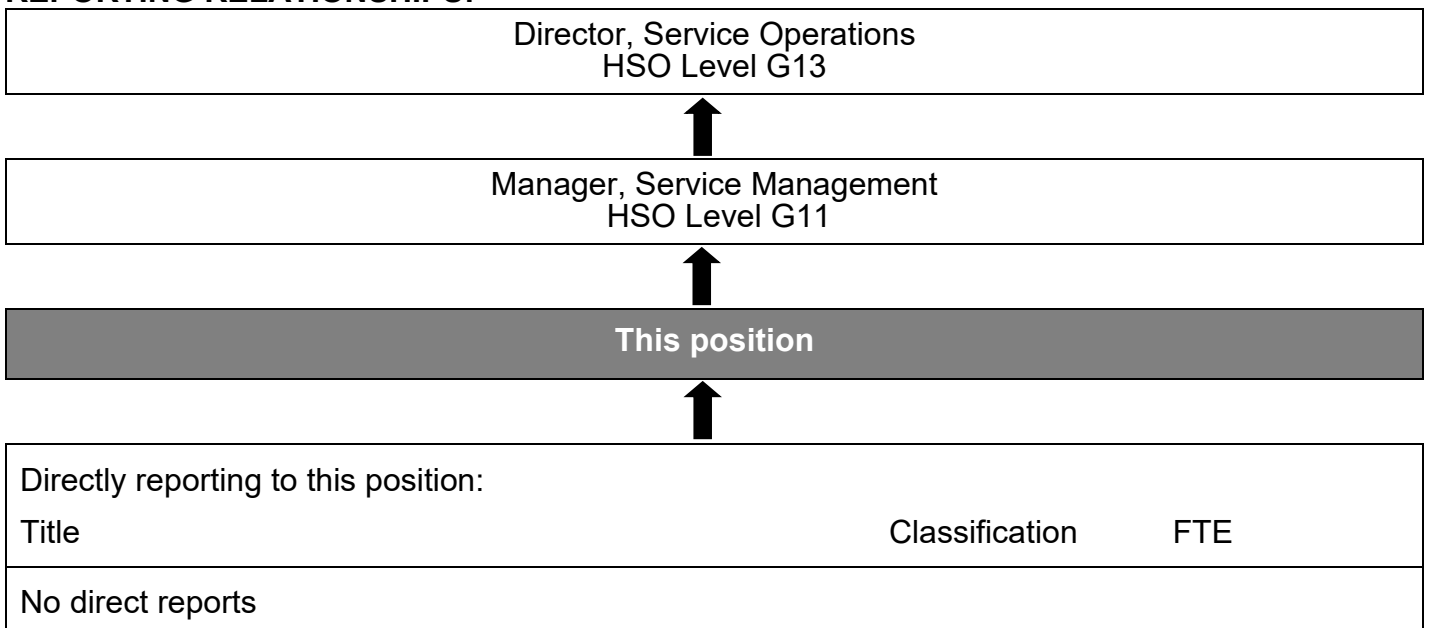|	
Classification	HSO Level G7
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	ICT
Function	Service Operations
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) ICT Business Unit, the Service Management Analyst is responsible for:

- Consulting with customers and within HSS to deliver IT service management process.
- Coordinates virtual teams across HSS to respond to incidents, problems and changes.
- Consulting with customers and within HSS to deliver ICT service management data and system integration services.

REPORTING RELATIONSHIPS:

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              Director, Service Operations
                    HSO Level G13
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              Manager, Service Management
                    HSO Level G11
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                    This position
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Directly reporting to this position:

Title	Classification	FTE
No direct reports		

ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 55,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment, NurseWest and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,400 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team.
It is an exciting time in the health sector and a defining period for HSS.

HSS VALUES

We put our customers at the heart of what we do	We value and care for each other	We promise, we own, we do	We will find a way	We make a difference together

Our values guide our behaviours and the way we interact with our customers and each other.

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).

POSITION RESPONSIBILITIES:

HSS Participation (Self):
- Maintains a culture of putting customers at the heart of everything we do and demonstrates a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system's Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contributes to maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

Role Specific Responsibilities and Key Outcomes:

General
- Assists in the preparation and maintenance of Service Delivery documentation and procedures.
- Executes and complies with ICT Service Management processes.
- Provides training and support to customers through the provision of training materials and general support in person or via phone/email as required.
- Facilitates meetings, workshops and documentation as required.
- Maintains knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.
- Other duties as required.

ICT Service Management Toolset Application Support:
- Provides high level application support and advice regarding ICT Service management tool set by providing timely and effective resolution of problems.
- Conducts research and contributes technical knowledge in the maintenance and upgrade of ICT Service management tools within established change control procedures.
- Contributes to the preparation of disaster recovery procedures affecting applications critical to ICT Service management.
- Leads projects and coordinates human resources (including contractors) engaged on service management projects.
- Coordinates the use of ICT Service management tools for WA Health.
- Establishes and maintains effective, comprehensive, communications with appropriate customer stakeholders and persons providing technical support of ICT Service management tools.
- Contributes to and assists with the development and maintenance of relevant standards, procedures and documentation relating to ICT Service management tools.
- Provides advice to staff relating to ICT Service Management toolset principles.
- Organises and performs system testing of management tools and applications as required.
- Undertakes ICT Service management tool and application performance monitoring and quality control activities.
- Arranges uploads of data into the Configuration Management Database.

- Reporting on ICT Service Management activity, including facilitating the production of a monthly report.
- Report development, configuration and maintenance.

ICT Service Management Process Management:
- Responsible for one or more IT Service Management (ITSM) processes.
- The Process Manager implements, manages, and continuously improves the process outcomes and ensures that interrelationships between the ITSM processes are effectively coordinated.
- The Process Manager is responsible for developing and maintaining process documentation and for communicating with, and seeking agreement from, stakeholders as required.
- Review and evaluate ICT service operations against continuous quality improvement principles, best practice and industry trends and recommend improvements to service delivery, quality and/or efficiency.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Experience in Information Technology Infrastructure Library (ITIL) and its relevance in a large and complex IT environment.
2. Experience using an IT Service Management Toolset to support ITIL within a large and complex IT environment.
3. Experience in configuration and maintenance of IT Service Management toolsets.
4. Knowledge of AD directory services and MS Exchange.
5. Well-developed verbal and interpersonal communication skills, including the ability to liaise, consult and negotiate with a range of individuals in a variety of contexts.
6. Well-developed written communication skills, including the ability to develop work instructions, customer manuals and management reports suitable for the intended audience.

DESIRABLE CRITERIA:

1. ITIL certified.
2. Experience undertaking the role of an ITSM Process Manager, Incident, Change and Problem management.
3. Knowledge of:
   - JavaScript, VB, .Net and PowerShell.
   - Business Intelligence, including the use of SQL, SQL Server Reporting Services and Power BI.
4. 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.

Version control	Description	CRC Approval Date	Registered Date
Vs 2.0	JDF Amended	31/08/2020	6/04/2023