

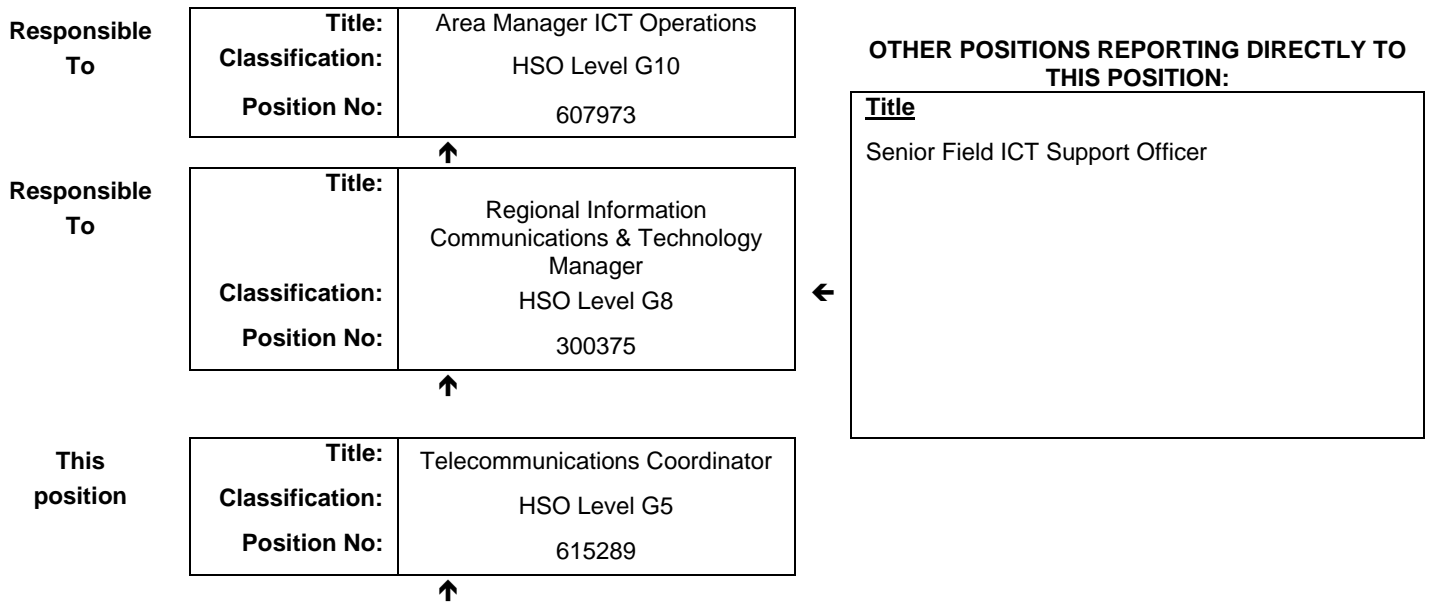


JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WACHS CENTRAL OFFICE		Position No:	615289
Division:	Corporate Services	Title:	Telecommunications Coordinator
Branch:	Information Services	Classification:	HSO Level G5
Section:	Pilbara	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS



Positions under direct supervision:	← Other positions under control:										
<table style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 25%;">Position No.</th> <th style="width: 35%;">Title</th> <th style="width: 40%;">Level</th> </tr> <tr> <td style="text-align: center;">NIL</td> <td></td> <td></td> </tr> </table>	Position No.	Title	Level	NIL			<table style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 60%;">Category</th> <th style="width: 40%;">Number</th> </tr> <tr> <td></td> <td></td> </tr> </table>	Category	Number		
Position No.	Title	Level									
NIL											
Category	Number										

Section 3 – KEY RESPONSIBILITIES

Responsible for the installation, administration and delivery of the regional telecommunication’s infrastructure, systems and services. These services include Telephony fixed and mobile accounts and LAN/WAN environment and equipment. Responsible for co-ordinating the procurement, maintenance/repairs of telecommunications and maintaining a register for all telecommunications equipment for the region.

WA Country Health Service –
Central Office
2 July 2018
REGISTERED
 Effective date of document
 January 2017

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The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to approximately half a million people, including 45,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle as many births as the State's major maternity hospital – and as many emergency presentations as Perth metropolitan hospitals combined. The range of health services provided cover population health, mental health, Aboriginal health and aged care.

Our dedicated and committed staff work hard to fulfil our purpose Working together for a healthier country WA, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

OUR PURPOSE – what we are here to do

WACHS improves country people's health and well-being through access to quality services and by supporting people to look after their own health.

OUR STRATEGIC DIRECTIONS TO 2018

1. Improving the experience of health care
2. Valuing consumers, staff and partnerships
3. Governance, performance and sustainable services

OUR GUIDING PRINCIPLES

Consumers first in all we do
 Safe, high quality services and information at all times
 Care closer to home where safe and viable.
 Evidence based services
 Partnerships and collaboration

OUR VALUES

Community – making a difference through teamwork, cooperation, a 'can do' attitude and country hospitality.

Compassion – listening and caring with empathy, respect, courtesy and kindness.

Quality – creating a quality health care experience for every consumer, continual improvement, innovation and learning.

Integrity – accountability, honesty and professional, ethical conduct in all that we do.

Justice – valuing diversity, achieving health equality, cultural respect and a fair share for all.

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Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
1.0	SYSTEM SUPPORT AND ADMINISTRATION		100
1.1	Responsible for the day-to-day operation, administration and maintenance of the regions voice, fixed and mobile and text telecommunications systems.		
1.2	Responsible for monitoring, modifying and fault finding for voice, fixed and mobile and text telecommunication systems.		
1.3	Manages the purchase, deployment and administration of the regions voice, fixed and mobile and text telecommunications equipment.		
1.4	Provides consultation to support users, management and clients on voice, fixed and mobile and text telecommunication matters.		
1.5	Maintains a register of telecommunications equipment for asset management purposes, including the allocation of mobile and desktop telephones.		
1.6	Plan and implement new and upgraded information systems/hardware for telecommunications services.		
1.7	Reconcile and report on all telecommunication accounts for payments.		
1.8	Ensure compliance with DOH and WACHS security policy standards and practises and develops and maintains voice and text telecommunications standards for the region.		
1.9	Liaise with external suppliers for purchase and delivery of all Telecommunication services.		
1.10	Advises management of improvements in existing systems.		
1.11	Provides consultation to support staff, management and clients on telecommunication matters.		
1.12	Promotes staff awareness of equipment availability and usage.		
2.0	PROFESSIONAL		
2.0	Maintain a high level of awareness of developments and trends in telecommunications technology and status of developments within DOH and WACHS.		
2.1	Prepares and maintains all telecommunication's systems documentation, manuals and management telecommunications performance reports.		
2.2	Deliver training to the user on features and use of the regions Telephone systems including, mobile and satellite telephones.		
2.3	Liaises with DOH on voice and data communications issues.		
2.4	OTHER		
3.0	Other duties as directed.		
3.1			

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the WACHS values and the highest achievement in demonstrating positive commitment to Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.



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Section 5 – SELECTION CRITERIA

ESSENTIAL

1. Demonstrated ability in the installation, maintenance and support of telecommunication operations and procedures covering fixed telephone systems, mobile technologies, paging systems and network infrastructure.
2. Knowledge of current trends in telecommunications applications and utilisation.
3. Demonstrated ability to work independently, organise work and meet targets.
4. Highly effective communication and report writing skills including the ability to liaise with both internal and external clients and service providers.
5. Ability to develop practical and innovative solutions to problems.
6. Demonstrated project management skills.
7. Current knowledge and commitment to the principles of Equal Opportunity, Disability Services, Occupational Health and Safety and Risk Management in all aspects of employment and service delivery.
8. Current C Class drivers licence.

DESIRABLE

1. Possess, or have made substantial progress towards an appropriate tertiary qualification or demonstrated considerable equivalent technical experience.
2. Knowledge of the Health industry and familiar with health based applications and data.
3. Knowledge and understanding of continuous quality improvement principles and their practical application.

Section 6 – APPOINTMENT FACTORS

Location		Accommodation	
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Completion of a 100 point identification check • Successful Criminal Record Screening clearance • Successful Pre- Placement Health Screening clearance • Current C Class drivers licence 		
Specialised equipment operated			

Section 7 – CERTIFICATION

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

Signature and Date: ____/____/____
Executive Services

Signature and Date: ____/____/____
Chief Executive Officer

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	Date Signed

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