

## ICT Service Specialist

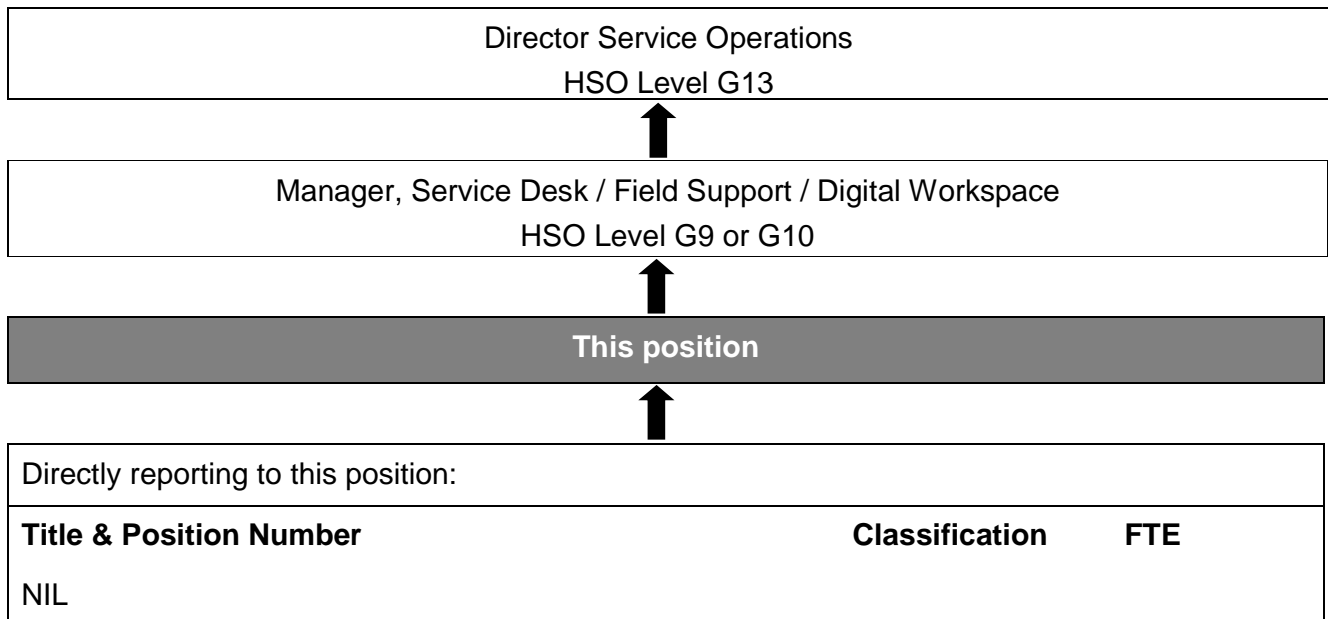
<b>Position number</b>	00013586
<b>Classification</b>	HSO Level G6
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	Service Operations
<b>Location</b>	Perth Metropolitan Area

### KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Service Operations function, the ICT Service Specialist is responsible for:

- Engaging with customers to thoroughly understanding their business functions, needs and service expectations.
- Installing, testing and maintaining digital workspace devices and software to meet these requirements in accordance with HSS standards.
- Providing ICT Specialist services at various metropolitan locations as part of Service Operations in conformance to ICT Service Management processes.
- Monitoring the utilisation of digital workspace products and advising customers of effective allocation.

### 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 (may only apply to non executive/manager positions):**

- 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:**

- Promotes a customer-centric culture with a focus on improving customer satisfaction and service performance, as well as minimising customer effort.
- Contributes to the HSS strategic directions through maintenance of an awareness of best practice, trends and issues concerning digital workspaces.
- Engineers processes and coordinates and monitors daily activities to meet business demand and ensure compliance with policy and HSS objectives.
- Mentors, trains and provides advice to ICT Service Agents.
- Provides support and assistance in relation to HR and OSH issues for the team.
- Executes, complies with and ensures team compliance with service management processes.
- Participates in the preparation and maintenance of documentation and processes.
- Facilitates and participates in continuous improvement activities.
- Provides support and assistance in relation to monitoring and maintenance of performance.
- Assists Service Agents with second level support and as an escalation point.
- Provides first level support when required including answering phones email and service calls.
- Provides high level digital workspace support across a variety of computing environments for complex job assignments and updating the fault logging system.
- Installs, tests and maintains digital workspace technologies according to Health's standard operating environment (SOE) adhering to quality management procedures.
- Assists in the evaluation, installation and testing of new digital workspace technologies updating standard operating environments and procedures.
- Conducts quality checks of service calls, documentation and processes.
- Monitors utilisation of digital workspaces.
- Coordinates and participates in the maintenance of the ICT configuration management database (e.g. devices, software and customer location data).
- Coordinates the maintenance of knowledge database, FAQs and all delivery mechanisms.

- Liaises with external service providers as required.
- Coordinates the provisioning, maintenance and de-provisioning of customer access to WA Health Information Systems and services (including external access).
- Assists with responding to audit requests and implementing recommendations.
- Assists in the procurement of digital workspace technologies within HSS guidelines.
- Assists in the corrective and preventative maintenance of all digital workspace technologies.
- Engaging with customers to thoroughly understanding their business functions, needs and service expectations.
- Other duties as directed.

## SELECTION CRITERIA:

### ESSENTIAL CRITERIA:

1. Demonstrated experience engaging with a range of customers to understand their needs and deliver digital workspace and service experiences that delight.
2. Demonstrated fault finding and resolution skills in a large-scale enterprise ICT environment. Knowledge and understanding of ICT enterprise computing environments (topologies, protocols, hardware and software) and their management.
3. Strong organisational and time management skills with the ability to coordinate efficient, customer-centric team activity.
4. Knowledge of key performance indicators and experience coordinating teamwork that exceeds performance targets.
5. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

### DESIRABLE CRITERIA:

1. Possession of or progressing towards a relevant tertiary level qualification.
2. Knowledge of information systems utilised in an enterprise scale environment.
3. Availability for on call duties

### 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

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

#### EXECUTIVE DIRECTOR

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

Document Version Control

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