

Position Title: Senior ICT Service Agent

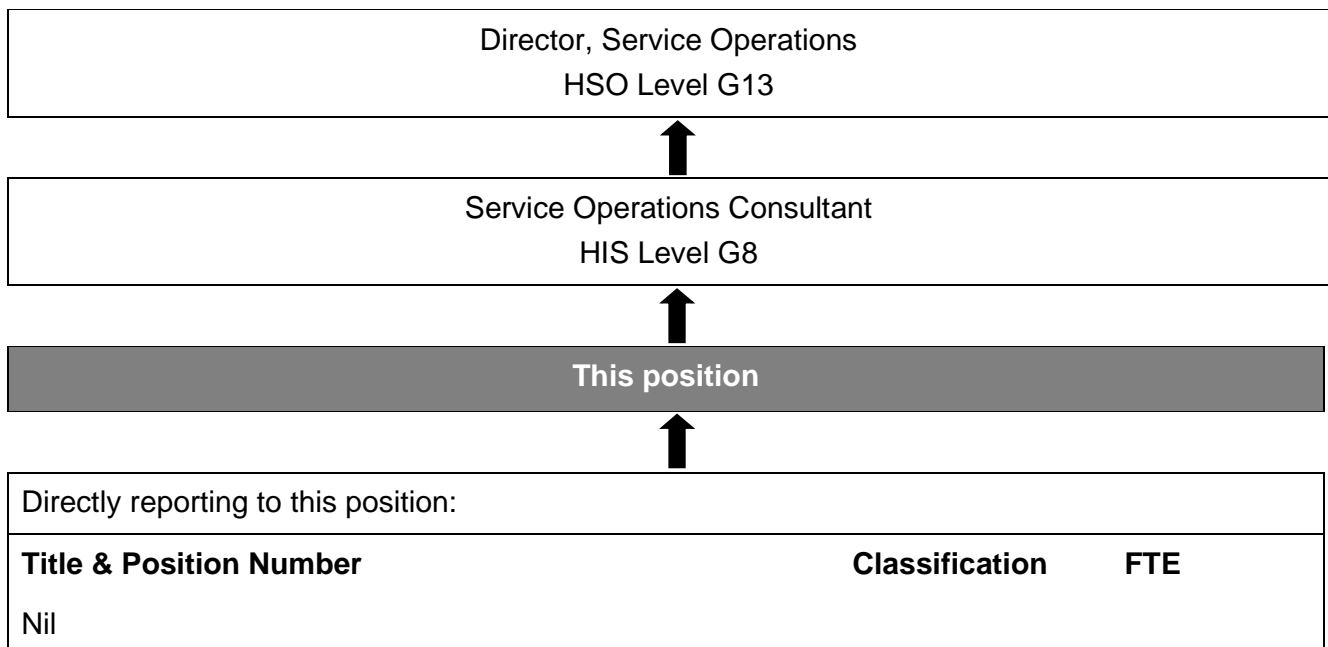
Position number	00014933, 00006559,00009256, 00009261,00008997
Classification	HSO Level G5
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Information Communication Technology
Function	Service Operations
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Service Operations Business Unit, the Senior ICT Service Agent is responsible for:

- Providing high level customer support (problem and requirement analysis and resolution) at various metropolitan locations as part of Service Operations in conformance to ICT Service Management processes.

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

Our 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

- 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:

Service Support

- Mentors, trains and provides advice to ICT Service Agents.
- 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 (incident & requirement analysis and resolution) 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.
- Assists with responding to audit requests and implementing recommendations.

Customer/Relationship Management

- Promotes a customer-centric culture with a focus on improving customer satisfaction and service performance, as well as minimising customer effort.
- Liaises with external service providers as required.
- Liaises with business and management within the health services and agencies as required.
- Coordinates the provisioning, maintenance and de-provisioning of customer access to WA Health Information Systems and services (including external access).
- Maintains the process for the periodic reviews of customer access.
- Liaises with business and management within the health services and agencies as required.
- Provides high level customer support (problem and requirement analysis and resolution) at various metropolitan locations in conformance to ICT Service Management processes.

Policy, Planning and Continuous Improvement

- Provides support and assistance in relation to HR and OSH issues for the team.
- Coordinates and monitors the activities of ICT Service Agents for compliance with policy.
- 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.
- Conducts quality checks of service calls, documentation and processes.
- Coordinates and participates in the maintenance of the ICT configuration management database (e.g. devices, software and customer location data).
- Maintains a high level of awareness of trends in ICT with reference to healthcare.
- Assists in the procurement of digital workspace technologies within HSS guidelines.
- Assists in the corrective and preventative maintenance of all digital workspace technologies.

Other Duties

- Liaises with business and management within the health services and agencies as required.
- Other duties as directed.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated experience in the administration of digital workspace technologies, including the ability to configure and provide access to software and devices in a networked environment.
2. Able to analyse and resolve digital workspace software and device faults in large and diverse IT environments.
3. Well-developed interpersonal and customer relationship skills including the ability to communicate effectively in writing.
4. Demonstrated ability to work effectively in a team environment.
5. Ability to mentor, train, provide support and advice to members of the team.
6. Knowledge of information security principles.

DESIRABLE CRITERIA:

1. Relevant tertiary qualification.
2. 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 SERVICE OPERATIONS

EXECUTIVE DIRECTOR

SIGNATURE _____

SIGNATURE _____

DATE _____

DATE _____