

Position Title: ICT Service Agent

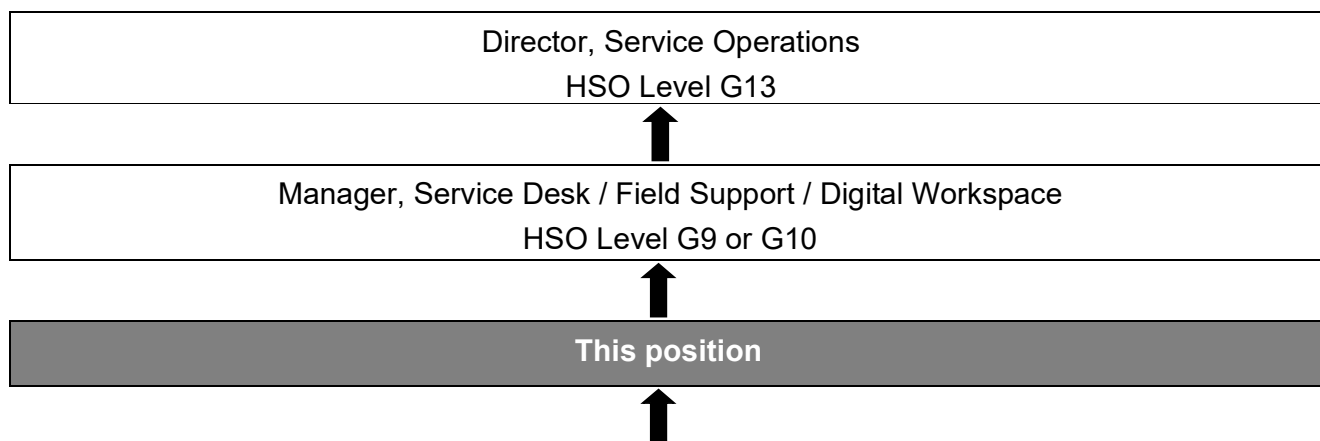
Position number	00008979
Classification	HSO Level G4
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Information Communication Technology
Function	Service Operations
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

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

- Providing ICT support services across a variety of digital workspace environments at various metropolitan locations as part of Service Operations in conformance to ICT Service Management processes.
- Providing advice to customers on the use of standard system software and WA Health approved applications.

REPORTING RELATIONSHIPS:



Directly reporting to this position:

Title & Position Number	Classification	FTE
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ORGANISATIONAL CONTEXT:

On 1 July 2016, in accordance with the *Health Services Act 2016* (WA), Health Support Services (HSS) was established. On 1 July 2020, HSS transition to a Board 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

Purpose

We support our customers to provide excellent health care
Overarching KPI = Customer Satisfaction Score (CSAT)

Values

Think customer first

We promise, we own, we do

We will find a way

We make a difference together

Objectives

SIMPLE
Simplifying the customer experience

RELIABLE
Consistently delivering a high quality service to our customers

RESPONSIVE
Responding to our customers' needs and expectations

KPIs

Customer Effort Score

SLA Performance
Service Agreement Performance
Financial Performance
Customer Driven Program Delivery

Culture Score
Employee Engagement Score
Transform2021 Performance

Priority Themes

Operating Model

Business Performance

Customer Experience

Culture and Capability

Key Activities

Completing the design and implementation of the remainder of our new Operating Model (and organisation structure).

Focusing on the Transform2021 program, and consolidating all other change and improvement initiatives, to drive better performance across our core services.

Working to improve our customers' experiences, including enhanced customer service skills, systems and processes.

Ensuring our people are equipped with the right set of capabilities and behaviours to support our business objectives.

BUSINESS UNIT ROLE:

ICT

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:

Service Support

- Provides first level support for digital workspace devices and software.
- Installs, tests and maintains digital workspaces according to standard operating environment (SOE) adhering to quality management procedures.
- Maintains and reviews records for staff and other authorised individuals access to systems.
- Provides ICT support services across a variety of digital workspace environments at various metropolitan locations as part of Service Operations in conformance to ICT Service Management processes.

Customer/Relationship Management

- Promotes a customer-centric culture with a focus on improving customer satisfaction and service performance, as well as minimising customer effort.
- Work as part of a mobile and highly contactable team responsive to customer demands.
- Undertakes the provisioning, maintaining and de-provisioning customer access to WA Health Information Systems and services (including external access).
- Provides support and advice to customers in the use of digital workspace technologies.
- Responds to customer complaints using conflict resolution techniques and escalates as required.

- Liaises with external service providers as required.
- Provides advice to customers on the use of standard system software and WA Health approved applications.

Policy, Planning and Continuous Improvement

- Assists in the preparation and maintenance of documentation and procedures.
- Executes and complies with service management policy and processes.
- Assists in maintenance of the ICT configuration management database (e.g. equipment and customer location data).
- Contributes to and assists with the maintenance of applicable knowledge databases, FAQs and associated delivery mechanisms.
- Maintains a level of awareness of developments and trends in ICT with reference to healthcare.
- Ensures corrective and preventative maintenance of digital workspace devices and software.
- Contributes to a productive, organisation-wide work environment and accepts corporate responsibilities involved in working at HSS.
- Commits to the principles of teamwork and flexibility to achieve business objectives and contributes effectively as a team member.
- Maintains professional and personal development in line with corporate objectives.
- Maintains knowledge and commitment to Disability Services and Equal Opportunity in all aspects of employment and service delivery.

Other Duties

- Assists the leadership team as required.
- Performs other duties as directed.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated experience supporting digital workspace technologies in a large complex environment.
2. Demonstrated experience providing exceptional customer experiences in a large complex environment.
3. Knowledge of information security principles.
4. Well-developed communication skills with the ability to provide a high level of customer service.
5. Well-developed interpersonal skills including the ability to work effectively as a member of a team.
6. Analytical and problem-solving skills within an Information Communications Technology environment.

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 HR & CAPABILITY

EXECUTIVE DIRECTOR

SIGNATURE _____

SIGNATURE _____

DATE _____

DATE _____