Position Title: ICT Service Specialist
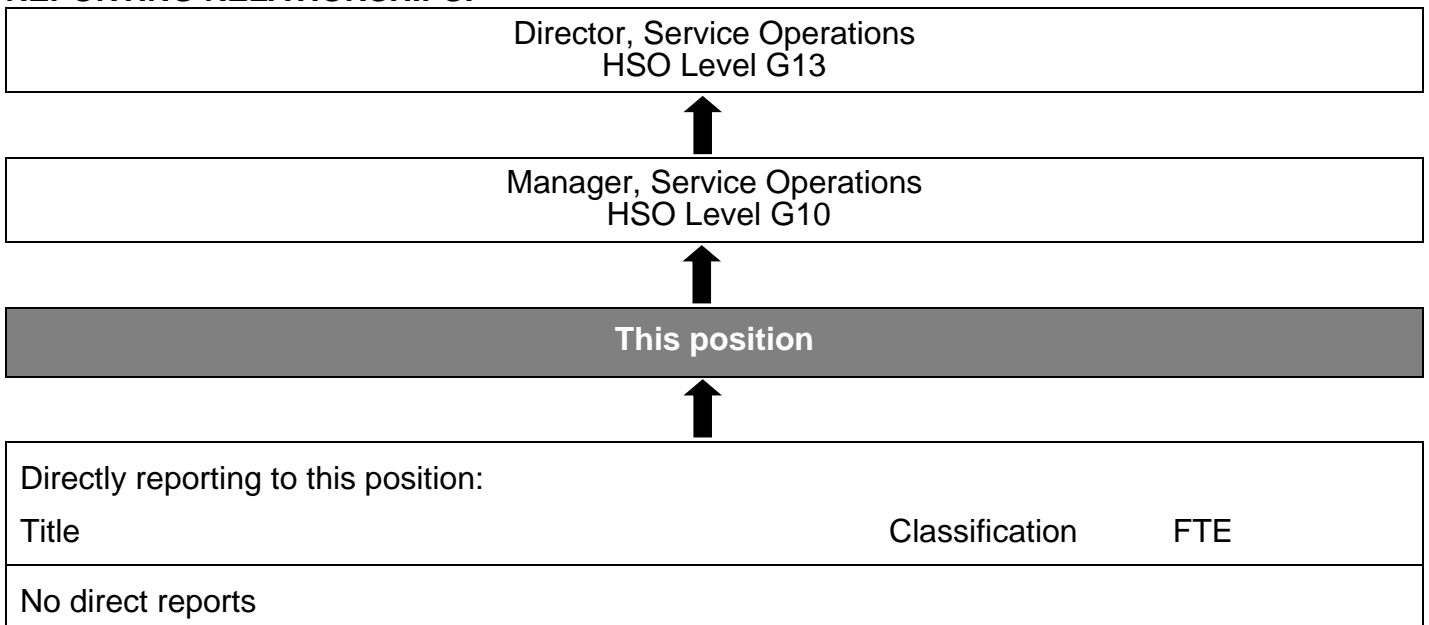
Classification	HSO Level G6
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	ICT
Function	Service Operations
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) ICT Business Unit, the 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:

| Director, Service Operations
HSO Level G13 |
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| Manager, Service Operations
HSO Level G10 |
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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 Health system. HSS was established in 2016 under the Health Services Act 2016 (WA) and transitioned to be governed by a Board in July 2020.

HSS provides a suite of services to support WA public hospitals and health services to deliver excellent health care. These services include ICT, Procurement & Supply, Employment, Payroll and Financial Services.

HSS's values underpin everything we do. We are committed to enhancing the experience of our customer by delivering simple, reliable and responsive shared services, and create partnerships to find solutions.

HSS actively seeks to empower a "Think Customer First" culture with skilled, motivated and experienced teams of people. 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 career development, professional learning and the wellbeing of our employees.

HSS PURPOSE AND VALUES

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

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 (Self):
- Maintains the HSS "Think Customer First" culture and demonstrate 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 contribute in 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:

Service Support
- Mentors, trains and provides advice to ICT Service Agents.
- 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.
- 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.
- Assists with responding to audit requests and implementing recommendations.
- Assists in the evaluation, installation and testing of new digital workspace technologies updating standard operating environments and procedures.
- Monitors utilisation of digital workspaces.
- Provides ICT Specialist services 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.
- 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).
- Engages with customers to thoroughly understanding their business functions, needs and service expectations.
- Monitors the utilisation of digital workspace products and advises customers of effective allocation.

Policy, Planning and Continuous Improvement
- Engineers processes and coordinates and monitors daily activities to meet business demand and ensure compliance with policy and HSS objectives.
- Executes, complies with and ensures team compliance with service management processes.
- Facilitates and participates in continuous improvement activities.
- Provides support and assistance in relation to HR and OSH issues for the team.
- Installs, tests and maintains digital workspace devices and software to meet these requirements in accordance with HSS standards.
- Participates in the preparation and maintenance of documentation and processes.
- Conducts quality checks of service calls, documentation and processes.
- Contributes to the HSS strategic directions through maintenance of an awareness of best practice, trends and issues concerning digital workspaces.
- Coordinates the maintenance of knowledge database, FAQs and all delivery mechanisms.
- Coordinates and participates in the maintenance of the ICT configuration management database (e.g. devices, software and customer location data).
- Assists in the procurement of digital workspace technologies within HSS guidelines.
- Monitors utilisation of digital workspaces.
- Assists in the corrective and preventative maintenance of all digital workspace technologies.

Other
- Other duties as required.

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.

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.
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 1.0	JDF Created	31/08/2020	31/08/2020