



HSS Registered HSS December 2022

Systems and Network Administrator

Position Details

Position Number: 00000837
Classification: Level 6
Agreement: Public Service and Government Officers General Agreement
Directorate: Mental Health, Public Health and Dental Services
Department: Dental Health Services
Location: North Metropolitan Health Services

Reporting Relationships

This position reports to:

General Manager Manager Business Systems & Performance	Dental Health Services Level 8
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Primary Purpose of the Role

Plans, develops and administers information technology infrastructure, networks and communication systems within Dental Health Services including the provision of continuing technical consulting services.

Responsible for installation, configuration and management of servers, routers, network devices and software.

Performs database administration to ensure security reliability and ongoing operation of applications.



Vision

A trusted partner, delivering excellent health care for our people and our communities.

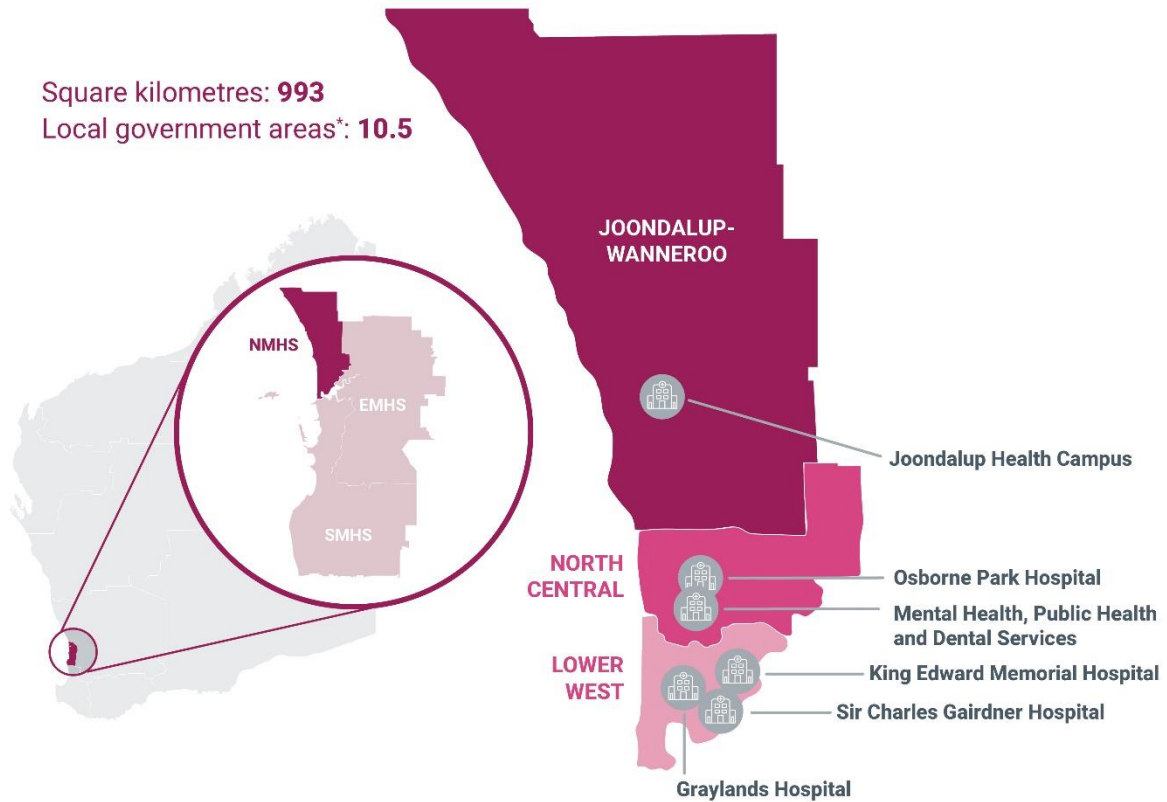


Mission

To promote and improve the health of our people and our communities.



Square kilometres: **993**
Local government areas*: **10.5**



North Metropolitan Health Service

Since our establishment in 2016, NMHS has embraced best practice to deliver improved clinical outcomes in the face of rising challenges for all healthcare providers. With a budget of \$2.16 billion and 8,917 full-time equivalent (FTE) staff, we serve a population of 736,907 people (about 28% of Western Australia’s total population) within a catchment area of almost 1,000 square kilometres. The population we serve is projected to increase by 17% between 2021 and 2031, and the number aged 65 years and older will increase by 41% over the same period. NMHS provides a comprehensive range of adult specialist medical, surgical, mental health and obstetric services in WA, delivered across three tertiary hospitals and two secondary hospitals, all fully accredited. NMHS oversees the provision of contracted public health care from Joondalup Health Campus operated under a public-private partnership. A range of statewide, highly specialised multidisciplinary services is offered from several NMHS hospital and clinic sites.



Our values



Care

We show empathy, kindness and compassion to all.



Respect

We are inclusive of others and treat everyone with courtesy and dignity.



Innovation

We strive for excellence and are courageous when exploring possibilities for our future.



Teamwork

We work together as one team in a spirit of trust and cooperation.



Integrity

We are honest and accountable and deliver as promised.

Please refer to [NMHS Values – Organisational/Individual Behaviours](#) for information on individual behaviours that reflect the organisation's values.

Our strategic priorities

We are focussing on six strategic priorities for the 2020-2025 period:



Enabling healthy communities

We build healthy and engaged communities



People-centred care

We will place our consumers' and their carers' best interests and experience at the core of all we do



Integration and connection

We will build strong connections and partnerships



Innovation and adaptive models of care

We will use research and technology to improve outcomes



Trusted, engaged and capable people

We will invest in our people and our culture



Sustainable and reliable

We will reduce harm, waste and unwarranted variation



Key Accountabilities

Brief Summary of Duties

1. Systems and Network Management

- 1.1 Manages the organisation's computer, communications and network infrastructure, through planning, implementation, monitoring, upgrading and maintenance.
- 1.2 Provides a technical consultancy service, which includes policy and advice relating to the computer, communications and network systems of the organisation.
- 1.3 Manages the provision of technical support for computer, communications and network systems including rectification of complex hardware and software problems escalated by lower tiers of support.
- 1.4 Manages the development, implementation and maintenance of the organisation's disaster recovery plan.
- 1.5 Evaluates and advises the organisation on hardware and software products with respect to the computer, communications and network systems.
- 1.6 Arranges the procurement of Dental Health Services computer and network infrastructure and contracted services.
- 1.7 Develops, recommends and documents appropriate specifications, standards, policies and strategies for operation and use of computer equipment and infrastructure.

2. Database Administration

- 2.1 Participates in the design, implementation and management of the databases and applications used by the Dental Health Services.
- 2.2 Performs monitoring of Dental Health Services databases to ensure security, reliability and ongoing availability.
- 2.3 Manages the backup and recovery of databases according to the disaster recovery plan.

3. Systems Development and Implementation

- 3.1 Responsible for the analysis, design and construction of new systems architecture and network infrastructure.
- 3.2 Assists with the documentation of ICT systems architecture and program modules.
- 3.3 Conducts detailed testing of systems under development.
- 3.4 Provides detailed instruction on the technical operation of new systems to support staff.

4. Education and Training

- 4.1 Undertakes education and development in relevant courses to ensure currency of knowledge.
- 4.2 Participates in regular peer review and case review meetings.



5. NMHS Values: *Care, Respect, Innovation, Teamwork, Integrity*

5.1 Reflect the NMHS values in the way you work, behave and make decisions.

6. NMHS Governance, Safety and Quality Requirements

6.1 Participates in the maintenance of a safe work environment.

6.2 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.

6.3 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.

6.4 Has an understanding and fulfils National Safety and Quality Health Services Standards requirements including but not limited to:

- Participating in continuous safety and quality improvements actions, such as audits, reviews and drills that result in improvements to patient care, staff knowledge or the consumers experience that align with actions described within the standard.
- Participating with the development, implementation, reporting and monitoring of DHS activities.
- Ensuring records and statistics are kept in accordance with established procedures.

6.5 Completes mandatory training (including safety and quality training) as relevant to role.

6.6 Performs duties in accordance with Government, WA Health and Dental Health Services Policies and Procedures including the relevant Occupational Safety and Health legislation, Equal Opportunity legislation and WA Health Code of Conduct.

6.7 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

7. Undertakes other duties as directed.



Work Related Requirements

The following criteria should be considered in the context of the NMHS Vision, Mission and Values.

Essential Selection Criteria

1. Good verbal and written communication and interpersonal skills.
2. Demonstrated skills in analysis and resolution of complex problems in medium to large ICT environments.
3. Previous experience in the planning, implementation and management of highly distributed ICT network equipment, computer systems and end-user devices.
4. Systems administration experience with a range of operating systems (including UNIX, Microsoft Windows, Cisco IOS and VM platforms).
5. Experience in the development and administration of large-scale database applications using the Progress Open Edge RDBMS and 4GL.
6. Extensive knowledge of data communications, network and computer equipment including switches, routers, PCs, printers, servers and PABXs.
7. Possession of a degree level qualification in a relevant field.
8. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Demonstrated skills in service delivery to a large computer client base.
2. Experience with the formulation of Information Technology standards, policies and strategies.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

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

Manager/Supervisor	Dept./Division Head	Position Occupant
Name: Glen Walker	Name:	Name:
Signature/HE: 06098	Signature:	Signature:
Date: 25 August 2021	Date:	Date:

