



Job Description Form



Community | Compassion | Quality



Integrity | Equity | Curiosity



Position Title

Position number: 617106

Help Desk Officer

Innovation and Development

Improving the quality of care delivered to country communities in the here and now.
Planning for a future where we unlock the transformative potential of new and emerging health care technologies and opportunities.

About the WA Country Health Service

Our Strategic Priorities



Our Values

Community

We live and work in country communities. We are invested in the health, wellness and viability of country communities and the vibrancy, diversity and future of country WA.

Compassion

We are inclusive, respectful, and considerate. We care deeply about the people in our care and country communities.

Quality

We provide safe, high-quality care, constantly striving to innovate, improve and achieve trust in our care.

Integrity

We bring honesty, collaboration and professionalism to everything that we do.

Equity

We are passionate about fairness in healthcare for all Western Australians, especially the most vulnerable and disadvantaged people and communities.

Curiosity

We continually enquire and seek to understand, using the best evidence, insight and research to improve care.

Our Vision

To be a global leader in rural and remote healthcare.

Our Mission

To deliver and advance high quality care for country WA communities.

Innovation and Development Directorate

The WACHS Innovation and Development directorate was established to help the organisation drive innovation and deliver new technologies to improve the health of regional and remote communities.

Our Information, Management and Technology team provides digital solutions, infrastructure and data support for WACHS sites. The Outpatient Reform and Access team is improving access to specialists by bringing care closer to home. We are dedicated to making it easier for patients who need to travel from regional WA to alternate facilities for treatment, through the Patient Assisted Travel Scheme (PATS).

We are committed to providing patients with quality healthcare regardless of location, social or cultural barriers. Our telehealth programs are helping to break down these barriers.

Underpinning success is our commitment to research partnerships and building a culture that dares to challenge, lead and support innovative ways of delivering health services.

Our Directorate actively supports and encourages diversity and inclusion across all occupational groups through the development and implementation of initiatives aimed at accessing and improving employment and mentoring opportunities for all people. Our strategies are located at www.wacountry.health.wa.gov.au

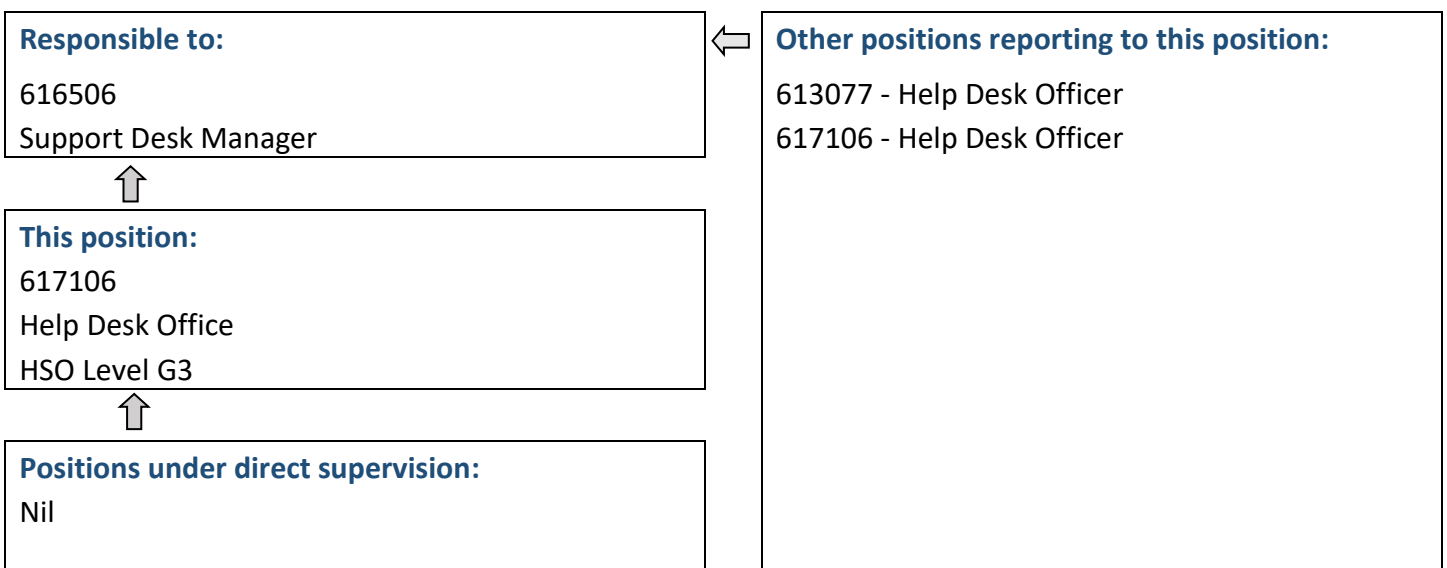
Position Details

Position Number:	617106	Registration Date:	30 January 2023
Classification:	HSO Level G3	Location:	Bunbury
Award / Agreement:	Health Salaried Officers Agreement		
Organisational Context:	Innovation and Development / Information Management & Technology		

Position Overview

Provide first point of contact for technology and communications support and advice to clients using the WACHS corporate information systems, computing and telecommunications equipment.

Reporting Relationships



Key Duties/Responsibilities

1. Client Support

- 1.1. Provide Help Desk Support.
- 1.2. Provide technical assistance and guidelines to users in relation to corporate information systems and telecommunications equipment.
- 1.3. Analysis and resolution of user technical and application problems with corporate information systems, products and applications including telecommunications products and applications.
- 1.4. Record and monitor the progress of all problem help desk reports.

2. System Support

- 2.1. Escalate Requests and Incidents to Field Support Officers.
- 2.2. Perform the duties of the Local Security Officer.
- 2.3. Adhere to Request Fulfilment and Incident Management processes when supporting users of the Health Department.

3. Communication and Development

- 3.1. Maintain a high level of awareness of developments and trends in information technology.
- 3.2. Maintain a thorough understanding of the corporate information systems, products and applications including telecommunications products and applications being used in WACHS and in the Health Department.
- 3.3. Prepares and maintains information systems documentation and manuals.

4. Other

- 4.1. Other duties as requested.



Work Related Requirements

The following criteria are to be read together with the Brief Summary of Duties and considered in the context of the WACHS Values.

Essential

1. Experience in supporting end users in a corporate environment.
2. Experience in working with PC, printers, products and applications.
3. Experience in working with telecommunications products and applications.
4. Experience with and a developed knowledge of computer operating systems, application software and utility packages
5. Demonstrated communications skills, verbal and written, for relating to users and the preparation of documentation

Desirable

1. Possess, or have made substantial progress towards an appropriate tertiary qualification or demonstrated considerable equivalent technical experience.
2. Knowledge of the Health industry and familiarity with Health based applications and data.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Pre-requisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Health Assessment
- Successful WA Health Integrity Check

WA Country Health Service –
Central Office

30 January 2023
REGISTERED

