



**Position Title: Technology Support Officer**

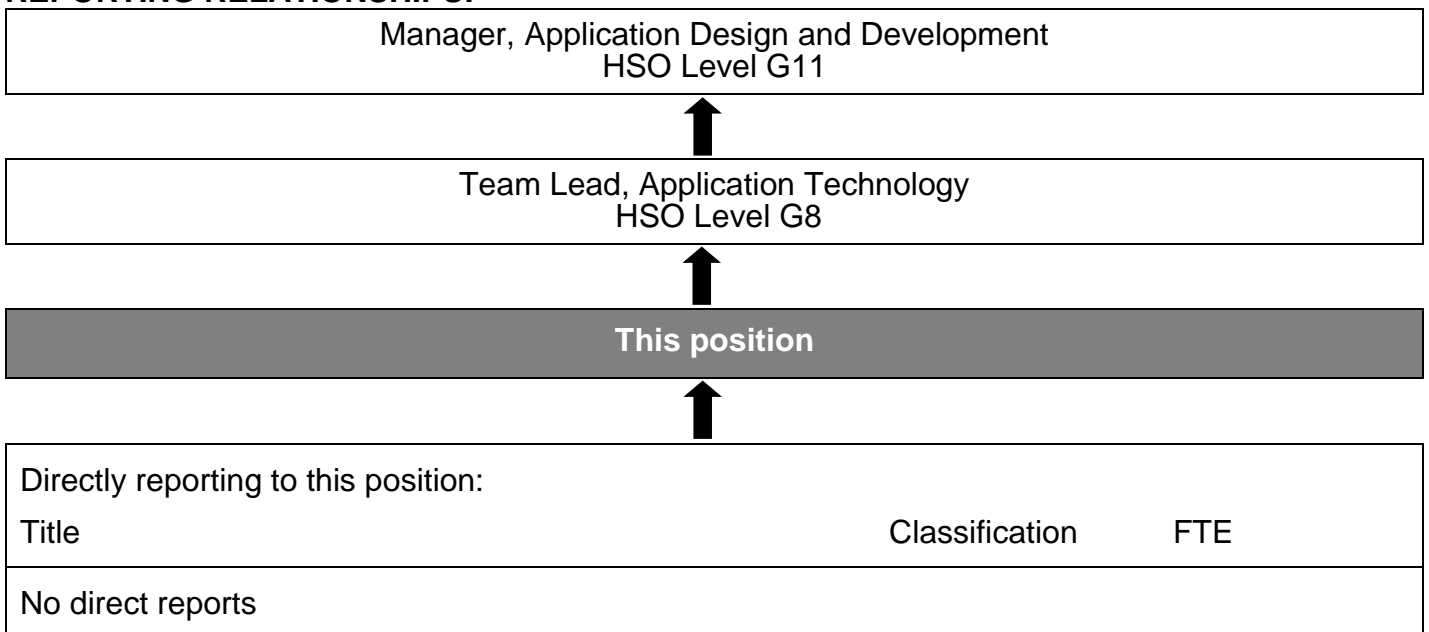
<b>Classification</b>	HSO Level G5
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	ICT
<b>Function</b>	Applications
<b>Location</b>	Perth Metropolitan Area

**KEY ROLE STATEMENT**

As part of the Health Support Services (HSS) ICT Business Unit, the Technology Support Officer is responsible for:

- Providing customer support in relation to ICT application services from a technical perspective.
- Analysing and prioritising support enquiries and providing advice and direction to HSS staff as required.
- Supporting ICT Applications teams as directed by the Senior Technology Specialist.

**REPORTING RELATIONSHIPS:**



## ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 50,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,200 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team.

It is an exciting time in the health sector and a defining period for HSS.

## HSS VALUES



**We put our customers at the heart of what we do**



**We value and care for each other**



**We promise, we own, we do**



**We will find a way**



**We make a difference together**

Our values guide our behaviours and the way we interact with our customers and each other.

## 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).

## 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:**

#### *Leadership*

- Promotes and fosters a customer-focused culture within the team based on HSS values and strategic priorities.
- Champions continual improvement and quality management.
- Establishes effective working relationships with HSS staff and other stakeholders to achieve objectives.
- Provides expert advice and guidance as required.
- Maintains knowledge of current industry standards, trends and practices.
- Participates in cross-functional project teams within HSS to develop and deliver improved services and solutions.

#### *Relationship Management (Stakeholder Relations)*

- Engages with customers, internal and external to HSS, to thoroughly understand their business functions, needs and service expectations to be able to provide advice and support on the efficient use of supported ICT application services.
- Liaises with external service providers as required.
- Provides application support and assistance on the operation of ICT applications by providing timely and effective resolution of application problems.

#### *Service Delivery*

- Supports the delivery of ICT Application services in relation to customer service levels.
- Develops a rapport and maintains effective communications with customers.
- Contributes to the monitoring and improvement of service delivery for assigned application services.
- Demonstrates the value of HSS Services through the achievement of efficient delivery and support of ICT application services.
- Assists the Senior Technology Specialist and overall ICT Applications team to provide input towards continuous application service delivery and disaster recovery planning including the maintaining and testing of application service redundancy to ensure services remain available to the customer at agreed levels.
- Assists the Senior Technology Specialist and overall ICT Applications team in identifying risks to current and future service delivery and provides input towards mitigatory actions.
- Contributes to the improvement of customer satisfaction.

### *Application Support*

- Supports the ICT Applications teams to ensure the ICT systems meet the needs of HSS customers through monitoring and analysis of service provision.
- Acts as first point of contact for customer service queries from a technology perspective.
- Provides technical application support and assistance on the operation of ICT applications by providing timely and effective resolution of application problems as directed by the Senior Technology Specialist.
- Provides project and change technical support as directed by the Senior Technology Specialist.
- Provides technical support within HSS in a multidisciplinary team environment associated with the delivery and support of ICT application services.
- Monitors compliance to ICT policies, standards and procedures where relevant.
- Assists in Identifying issues and contributes to the implementation of continuous improvement strategies.
- Provides after hours support as required in accordance with the appropriate award and SLA.

### *Other*

- Contributes positively to a safe team environment that values equity and diversity and enables the achievement of personal and team goals.
- Other duties as directed.

## **SELECTION CRITERIA:**

### **ESSENTIAL CRITERIA:**

1. Demonstrated experience in successfully supporting ICT application services from a technology perspective.
2. Demonstrated experience in effective communication and well developed oral, written and interpersonal communication skills.
3. Demonstrated experience in problem solving and well developed conceptual and analytical skills to resolve problems and issues using technology.
4. Demonstrated experience in ICT application development, including database queries and operating environment scripting, to troubleshoot and address application bugs.
5. Demonstrated experience in continuous quality improvement activities.
6. Demonstrated ability to work autonomously and as part of a team.

### **DESIRABLE CRITERIA:**

1. Qualification in an Information Systems, Information Technology, Computer Science or related area.
2. Experience in a health care information technology environment.
3. 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.

<b>Version control</b>	<b>Description</b>	<b>CRC Approval Date</b>	<b>Registered Date</b>
Vs 1.0	JDF Created	31/08/2020	31/08/2020