Position Title: Senior Release Specialist

Classification	HSO Level G7
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	ICT
Function	Applications
Location	Perth Metropolitan Area

KEY ROLE STATEMENT
As part of the Health Support Services (HSS) ICT Business Unit, the Senior Release Specialist is responsible for: • Supports the delivery of quality assured ICT application services by providing advice and support in the adoption of release management and change management frameworks, processes and technologies. • Plays a senior role in ICT related changes ensuring communication and transparency of ICT changes to the WA health system to avoid adversely impacting customers. • Ensuring complete application end-to-end testing is executed in relation to system, integration, performance, and regression within established quality assurance frameworks prior to production release.

REPORTING RELATIONSHIPS:

Manager, Quality and Release Management HSO Level G11

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Team Lead HSO Level G9

⬆

This position

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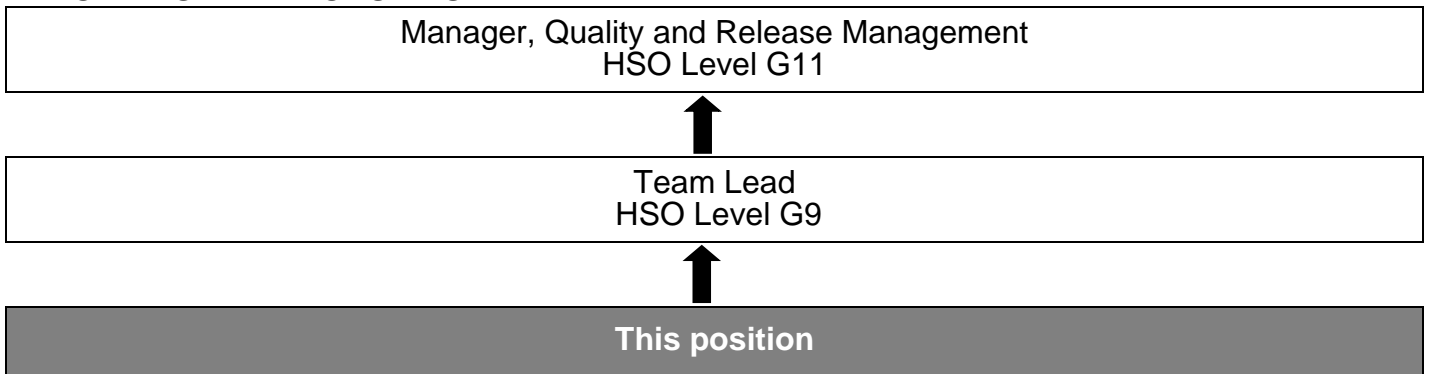
Directly reporting to this position:
Title   Classification   FTE
No direct reports

ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 55,000 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, NurseWest 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 1,400 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:

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 a culture of putting customers at the heart of everything we do and demonstrates 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 contributes to 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:

Advisory
- Works with stakeholders to develop and document support models for Release Management application support.
- Promotes and fosters a customer-focused culture within the team based on HSS values and strategic priorities.
- Promotes a 'solution-oriented' mindset within the team that is 'delivery' focused with 'quality' outcomes in a 'timely' manner.
- Fosters continual improvement and quality management.
- Develop collaborative and effective working relationships between teams, areas, functions and business units of the organisation.
- Works collaboratively with HSS staff and other stakeholders to achieve objectives.
- Contributes to the development of ICT policies, standards and procedures and monitors compliance where relevant.
- Provides advice and guidance and supports staff within the department as required.
- Maintains knowledge of current industry standards, trends and practices.
- Liaises with project teams within HSS to develop and deliver improved services and solutions.

Relationship Management (Stakeholder Relations)
- Builds and maintains strong customer relationships, and vendor-partner relations through regular engagement.
- Builds and maintains collaborative working relationships with other HSS staff.
- Provides advice on and solutions to, application service issues pertaining to client satisfaction.
- Facilitates meetings as required to build and improve stakeholder relationships.

Quality Assurance
- Contributes to the effective change and release management strategies, processes and plans for new and existing ICT application services.
- Schedules and implements release management activities.

- Supports product development activities ensuring appropriate quality assurance is considered and adopted within the development life-cycle to support rapid development and continuous delivery.
- Recommends best practices for source code branch strategy and maintenance that supports new development, maintenance releases and emergency fixes ensuring proper archiving of releases, control branching and merging of source code.
- Reports ICT application testing status accurately and efficiently on request.
- Maintains and promotes HSS quality assurance standards, frameworks and procedures associated with testing.
- Reviews ICT application solution and technical documents, delivery plans and work products/packages as required.
- Continually seeks to improve product and service delivery.

Service Delivery
- Participates in product roadmap management ensuring application services remain current and relevant to the customer.
- Participates in product release management ensuring the delivery of quality application services that meets expectations of the customer.
- Monitors and improves the delivery of ICT application services in relation to customer service levels via accepted metrics and processes as a means of quantifying delivery outcomes.
- Demonstrates the value of HSS Services through the achievement of efficient delivery and support of ICT application services and proactively seeks ways to increase ICT service delivery contributions.
- Provides 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.

Procedures and Documentation
- Updates and maintains framework documents to support the overall Application Release plan for all verticals of the HSS ICT Applications directorate.
- Documents Transition and Support agreements in line with the Quality and Release Management Framework.
- Contributes to Configuration Management (CM) standards and procedures.
- Contributes to and promotes Release Management (RM) standards and procedures.
- Change and Release Management
- Supports the development of Release Management and Configuration Management frameworks, policies and processes associated with assuring delivery of quality ICT application services that meet customer expectations in line with ISO-9000 standards.
- Supports the adoption of change management processes and technologies to assist customers with the delivery of ICT application changes including learning and training.
- Supports with on-boarding and transition of ICT application services into operational support ensuring service delivery expectations are achievable and appropriately managed.
- Supports in the adoption of release management processes and technologies to ensure delivery of quality ICT application services within a continuous delivery, complex and integrated environment.
- Supports in the delivery of change and release management artefacts by projects operational support areas in line with the Quality and Release Management Framework.
- Reports on the configuration and release status of projects and change identifying non-compliance to Change Management and Release Management standards and procedures.

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 required.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated experience in planning, executing and reporting ICT application releases in a diverse, complex and integrated environment.
2. Demonstrated experience in successfully supporting change, configuration and release management processes of ICT application services within an Information Technology Infrastructure Library (ITIL) framework and its relevance to quality assured change and release management.
3. Demonstrated experience in ensuring quality delivery of ICT application services that meet customer expectations.
4. Sound knowledge and application of change and release management within a variety of software development methodologies such as Agile, Waterfall and in continuous delivery DevOps.
5. Considerable experience in working autonomously and supporting the multidisciplinary team in transition activities.
6. Strong and effective oral, written and interpersonal communication skills and the ability to liaise with staff and stakeholders and develop high quality technical documentation.

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.

Version control	Description	CRC Approval Date	Registered Date
Vs 1.1	JDF Amended	16/01/2023	16/01/2023