



Position Title: Senior ICT Service Agent

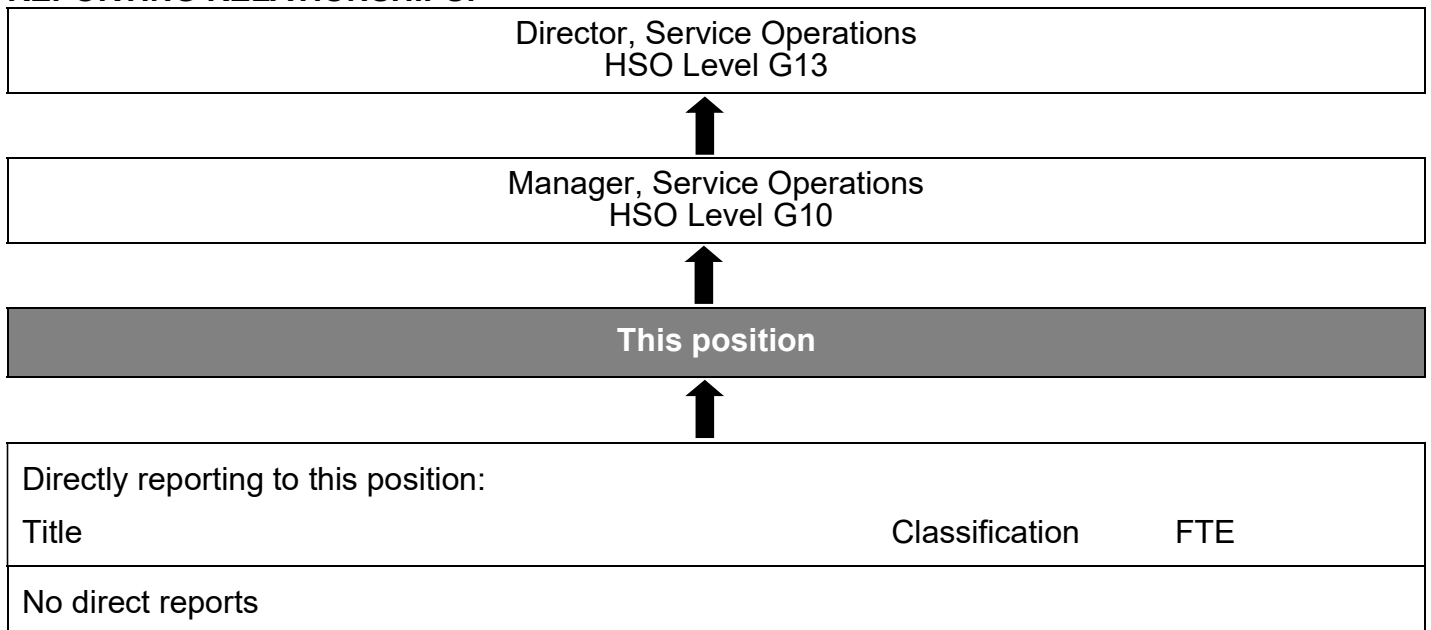
Classification	HSO Level G5
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	ICT
Function	Service Operations
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) ICT Business Unit, the Senior ICT Service Agent is responsible for:

- Providing high level customer support (problem and requirement analysis and resolution) at various metropolitan locations as part of Service Operations in conformance to ICT Service Management processes.

REPORTING RELATIONSHIPS:



ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared services 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:

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:

Service Support

- Mentors, trains and provides advice to ICT Service Agents.
- 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).
- Provides high level digital workspace support (incident & requirement analysis and resolution) 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.
- Assists in the evaluation, installation and testing of new digital workspace technologies updating standard operating environments and procedures.
- Assists with responding to audit requests and implementing recommendations.

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.
- Liaises with business and management within the health services and agencies as required.
- Coordinates the provisioning, maintenance and de-provisioning of customer access to WA Health Information Systems and services (including external access).
- Maintains the process for the periodic reviews of customer access.
- Liaises with business and management within the health services and agencies as required.
- Provides high level customer support (problem and requirement analysis and resolution) at various metropolitan locations in conformance to ICT Service Management processes.

Policy, Planning and Continuous Improvement

- Provides support and assistance in relation to HR and OSH issues for the team.
- Coordinates and monitors the activities of ICT Service Agents for compliance with policy.

- Executes, complies with and ensures team compliance with service management processes.
- Participates in the preparation and maintenance of documentation and processes.
- Facilitates and participates in continuous improvement activities.
- Conducts quality checks of service calls, documentation and processes.
- Coordinates and participates in the maintenance of the ICT configuration management database (e.g. devices, software and customer location data).
- Maintains a high level of awareness of trends in ICT with reference to healthcare.
- Assists in the procurement of digital workspace technologies within HSS guidelines.
- Assists in the corrective and preventative maintenance of all digital workspace technologies.

Other Duties

- Liaises with business and management within the health services and agencies as required.
- Other duties as required.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated experience in the administration of digital workspace technologies, including the ability to configure and provide access to software and devices in a networked environment.
2. Able to analyse and resolve digital workspace software and device faults in large and diverse IT environments.
3. Well-developed interpersonal and customer relationship skills including the ability to communicate effectively in writing.
4. Demonstrated ability to work effectively in a team environment.
5. Ability to mentor, train, provide support and advice to members of the team.
6. Knowledge of information security principles.

DESIRABLE CRITERIA:

1. Relevant tertiary qualification.
2. 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 2.0	JDF Amended	31/08/2020	15/09/2022