# Role Description

| Role title | Technology Officer | Classification | AO3 |
|---|---|---|---|
| Unit | Digital Partnership Team | Salary | $74,722 – $83,097 per annum + super |
| Branch | Delivery Services | Reports to | Manager |
| Location | Negotiable within Queensland | No. Direct Reports | 0 |

If you have difficulties applying online, please contact Jake Simpson on 4920 7974.

## Your Opportunity

The Digital Partnership teams provide effective and efficient ICT support services across Queensland.  This role primarily provides on-site and remote level 2 technical support, incident management and request fulfilment in one or more technology domains to ensure defined enterprise service levels are met. The technical domains include End User Computing; Servers and Networks and Unified Communications.

## Vision for the Public Sector

The Department of Health has a diverse set of responsibilities, and a common purpose of creating better health care for Queenslanders. The department is responsible for the overall management of the public health system in Queensland. We strongly believe in the need to work with people that value the goals of our organisation and who will thrive in our workplace.

To enable this vision, the Queensland Public Sector is transforming from a focus on compliance to a values-led way of working. The following five values, underpin behaviours that will support and enable better ways of working and result in better outcomes for Queenslanders.

Customers  first      Ideas into action      Unleash potential      Be courageous      Empower people

## Your Employer – eHealth Queensland

eHealth Queensland was established in response to the growing importance of information communication technology (ICT) as part of the delivery of quality, safe and efficient healthcare. eHealth Queensland is one of the largest ICT operations in the state. Our focus is delivering integrated digital technology strategy, solutions and services across the public health system in Queensland.  eHealth Queensland is committed to advancing healthcare through digital innovation. In particular, we deliver:

- Reliable access to Queensland Health's major information systems through a wide variety of digital devices including desktop computers, laptops, personal digital devices and telephony.
- Leadership and guidance in identifying and implementing digital solutions to drive improvements in the safety, quality and efficiency of healthcare services.
- Support for innovation, enabled by digital solutions through our digital health and business solution programs.
- Leadership in the development and implementation of information management and digital strategies, policies and standards across Queensland Health.

## Our people, our culture

Our staff are committed, passionate and energetic about what they do.  In the rapidly changing technology landscape, eHealth Queensland is embarking on a significant transformation journey to advance healthcare through digital innovation. In order to achieve this we are looking for high performing leaders who will:

- be customer-centric
- drive accountability
- challenge the status quo
- focus on capability development
- commit to creating a culture of inclusion, respect and collaboration.

## Branch overview

The Delivery Services Branch is Queensland Health's trusted partner and advisor for digital health project delivery excellence and Statewide ICT service delivery/resolution. The branch includes six units;

- Digital Solutions and Technology
- Digital Health and Business Solutions and
- Digital Services Delivery
- Digital Enablement
- Digital Partnership Team
- Clinical Program

The Branch ensures the successful delivery of major IT projects, operational ICT delivery and initiatives to our customers across Queensland Health for the benefit of all Queenslanders. This function is critical to eHealth Queensland realising its overall vision, which is to 'advance healthcare through digital innovation'.

The Digital Partnership Teams deliver operational second and third level support and project delivery to our customers in all locations across the state of Queensland.  The teams support front-line clinical and non-clinical staff to ensure that underpinning ICT services critical to healthcare delivery are available.

As an integral part of our professional team, each branch team member puts the customer at the centre of everything they do and to actively seek out solutions that will help eHealth Queensland deliver on its targets.

## Key Responsibilities

- Fulfil the responsibilities of this role in accordance with QPS values as outlined above.
- Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces.
- Provide operational support (on-site and remote) to Queensland Health sites as required.
- Configure/install/monitor/support/manage the ICT environments by applying sound technical expertise.
- Provide timely support to clients by conducting thorough investigation and diagnosis of incidents and providing remedial action to ensure agreed Service Levels are maintained.
- Work within procedures for the maintenance and support of one or more technical domains – refer Appendix 1.
- Provide excellent customer service by applying effective organisational and communication skills.
- Assist in meeting enterprise service levels by applying eHealth incident management processes.

## How you will be assessed

**You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above under 'Key Responsibilities', the ideal applicant will be someone who can demonstrate the following:**

- Technical knowledge and/or experience in the management, configuration, monitoring and implementation of ICT environments in one or more technical domains.
- Ability to deliver high quality ICT support to clients, with an emphasis on managing workloads and prioritising tasks.
- Ability to identify and resolve ICT related problems within defined Service Level Agreements.
- Demonstrated interpersonal skills and personal qualities that facilitate the development of good working relationships and enhance the provision of quality client service in a team environment.
- Sound oral and written communication skills to assist with the creation and/or maintenance of system documentation and work instructions.
- Demonstrated experience or the ability to quickly learn ServiceNow and ITIL Service Management processes.

### Specific Working Conditions:

- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment (Health Employment Directive No. 01/16):
    - measles, mumps, rubella (MMR)
    - varicella (chicken pox)
    - pertussis (whooping cough)
    - hepatitis B
- Participating in on-call arrangements may be a requirement of this position.
- Appropriate remuneration under the Award will apply.
- Reasonable travel as negotiated may be a requirement of this position.

- An open 'C' class driver's licence is desirable.

## Your application

Please provide the following information to the panel to assess your suitability:

- Your current CV or resume, including the names and contact details of two referees. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor.
- Response to the questionnaire

## Inclusion and Diversity in eHealth Queensland

eHealth Queensland is committed to building a workplace that embraces inclusion and diversity, where our employees feel valued and empowered to bring their different perspectives, beliefs, and ideas together, creating a culture of innovation and opportunity that benefits everyone.

eHealth Queensland welcomes applications from members of the community who may belong to the following groups:
- People with disability
- People from Aboriginal and/or Torres Strait Islander backgrounds
- Youth (under 25 years)
- Mature age (over 45 years)
- Women
- People from culturally and linguistic backgrounds
- LGBTIQ+

Should you require additional support or reasonable adjustments during our recruitment process to ensure you can demonstrate your ability to meet the inherent requirements of the role, please contact the eHealth Recruitment team via email on eHealth-Recruitment@health.qld.gov.au

## Additional information

- Future vacancies of a temporary, full-time and part-time nature may also be filled through this recruitment process.
- This role may be required to work at different locations.
- When applying for positions within eHealth Queensland, your resume and details may be shared with an external recruitment agency that may be assisting the organisation in recruitment and selection processes and/or outcomes.
- Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a blue card, unless otherwise exempt.
- Vaccine preventable diseases (VPD) - It may be a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment: Hepatitis A & B, Measles, Mumps, Pertussis, Rubella and Varicella. Additional vaccinations including Japanese Encephalitis and Rabies may also be required for this position. Existing staff that are engaged prior to 1 July 2016 are not subject to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one HHS to another HHS, Department to a HHS, or HHS to Department).
- Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
- Applicants will be required to give a statement of their employment as a lobbyist https://www.forgov.qld.gov.au/documents/policy/lobbyist-disclosure within one month of taking up the appointment
- Applicants may be required to disclose any current pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the Workers' Compensation and Rehabilitation Act 2003 https://www.legislation.qld.gov.au/view/pdf/2017-03-01/act-2003-027
- Employees of eHealth Queensland are to actively participate in a working environment supporting quality human resource management practices including employment equity, anti-discrimination, occupational health and safety and ethical behaviour.

## Appendix 1

### *End User Computing*

The EUC team is responsible for the installation and support of hardware (including PCs, laptops, tablets, printers and peripheral devices) and operating system software (Windows 7 / Windows 10); deployment and support of enterprise and some local applications and; replacement of end user devices which have reached end-of-life. Support is provided either on site or remotely or by escalation to vendors.
Technologies used include Microsoft Active Directory, Microsoft SCCM, DHCP, Novell iManager and remote tools(VNC)

### *Servers*
The role of the server team is to administer and provide technical support and advice to maintain enterprise servers while providing a high level of support to Queensland Health employees ensuring agreed service levels are maintained.  This includes supporting and maintaining a VNX Storage array, the local VMware ESXi environment and standalone or clustered Novell OES or Windows servers which may be physical or virtual(where these technologies are deployed).  Manage printing and file storage including capacity, secure access, backups and recovery. Manage workstations and application deployments / MOE updates via SCCM and also provide HBCIS support.

### *Networks and Unified Communications*
The Networks and Unified Communications team is responsible for the Design, Configuration, Build, Management, and Troubleshooting of enterprise class converged networks incorporating voice, video, data and messaging services including LAN, WLAN, PABX, IP Telephony and critical Messaging systems.
Technologies used include Cisco LAN/WLAN components (Multilayer and MPLS networks) WLAN Controllers 8500/5500, Alcatel-Lucent PBX, Cisco ISE, Cisco Prime, Cisco CUCM/UCCX, Messaging systems SPOK, New Voice, Ascom and Monitoring tools such as Cisco Prime, Solarwinds