Role Description

Role title	Unified Communications Technician	Classification	AO6
Unit	Digital Partnership Teams	Salary	$117,824 – $126,212 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 David Kelly on 5470 5282

Your Opportunity

To provide advanced technical advice, direction and support in the network and unified communications technical domain, to enable the delivery of timely and high quality services across a large scale, highly complex IM/ICT environment.

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

Queensland Government

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 high level technical knowledge advice and skills in both the analysis of data network and unified communications systems as well as the design and management of complex system integrations.   This includes the formulation, design and provision of appropriate solutions, improvements and technical design documents for use in complex and clinical installations.
- Supervise a small team to provide high level technical knowledge for 2nd level support and incident resolution, advising on technical direction and instigating alternative courses of action when deemed appropriate.
- Document and maintain the data network and unified communications infrastructure within the Digital Partnership Team encompassing touch points across all connected systems.
- Contribute to the monitoring and preparation of appropriate reports, documentation and recommendations on the operational performance of the enterprise infrastructure within the Digital Partnership Team.
- Provide input into effective change, problem management, capacity planning, incident management, risk management and continuity planning utilising industry best practices in systems support and service delivery, compliant with the Information Technology Infrastructure Library (ITIL) framework.
- Contribute to the testing, installation, configuration and commissioning of enterprise network and unified communications infrastructure, applications and monitoring tools within the Digital Partnership Team.
- Collaborate with eHealth staff and vendors to diagnose and resolve complex problems, guide prioritisation and ensure issues are fully engaged through to resolution within Queensland Health including the further advancement of unified communications across the HHS.
- Assist Digital Partnership Team management with driving continuous improvement by evaluation of current capability against available technology and develop service improvement proposals and projects for management to act upon thereby leveraging efficiencies to meet emerging business needs, whilst training staff in understanding new and emerging technology.
- Provide operational support (on-site and remote) to Queensland Health sites as required.
- 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.
- Establish and maintain highly effective working relationships with other staff within eHealth Queensland, other government agencies and external organisations, to ensure the alignment and integration of operational services, processes and service levels across the organisation.

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:

- Provide advanced technical expertise in data networks and unified communications to determine technical direction, standardisation, professional advice and support of enterprise infrastructure in a large customer focus organisation, using the following (or similar) technologies:
  - Cisco LAN and Data Centre design including Layer2/Layer 3 routing protocols and configuration of VLAN's and VRF's.
  - Cisco Wireless technologies; Design and configuration of Cisco Wireless Controllers - 5500 series and 8500 series; Cisco Access Points.
  - Wireless site survey and troubleshooting skills.
  - Cisco Unified Communications Manager (CUCM), UCCX, Unity
  - Integration of wireless IP handsets to CUCM including messaging and duress systems.
  - Voice over IP technologies and protocols (H.323, SIP, SCCP, etc.)
  - Voice Gateways and Gatekeepers, Media Resources (MCU, Conference Bridges, Transcoding, MTP)
  - Ethernet and IP QoS principles (classification, marking, queuing, congestion avoidance, policing, shaping, link efficiency mechanisms, etc.)
  - Critical Messaging systems such as SPOK Messenger, New Voice Mobicall / Ascom DuraSuite, TAP, RS232, RF transmission
  - Security principles and best practice e.g. Cisco ISE; Cisco ASA
  - Network Management tools, e.g. Cisco Prime, Solarwinds
  - Integration of third party technologies such as RTLS, Nurse Call and Building Management Systems into a Unified Communications environment.
  - Legacy PBX technologies such as Alcatel-Lucent, Omnivista, PBX-IP Qsig interconnection.
- Demonstrated skills in the analysis and problem solving of unified communication system issues and the formulation, design and provision of appropriate solutions and improvements, including the recommendation, documentation and implementation of ICT changes
- Demonstrated ability to supervise a small team of technical staff to achieve and exceed defined service levels, incorporating training and staff development opportunities
- Well-developed interpersonal, written and oral communication skills including the ability to negotiate, advise and influence others on behalf of the unit, working collaboratively with people to reach a desirable outcome
- Demonstrated ability in developing and promoting ITIL Service Management processes primarily incident / problem / test / change and configuration management

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 is a requirement of this position. Appropriate remuneration under the Award will apply.
- The ability to be available as point of escalation where major service interruptions occur out of hours. Appropriate remuneration under the relevant 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

- Whilst not mandatory, the following certifications would be desirable:
  - ACMA open cabling;
  - Cisco;
  - Information Technology Infrastructure Library (ITIL).
- 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.