

Role Description

Role title	Principal Technology Officer	Classification	A05
Unit	Digital Partnership Team	Salary	\$102,492 – \$111,516 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 Justin Ebert on 4616 7010.

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 – refer Attachment 1

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 ICT technical expertise, support and administration across the main technical domains (End User Computing, Servers, Telecommunications and Networks) by maintaining the operational environment that supports the business.
- Provide support and assistance in the clarification and prioritisation of tasks by ensuring assigned priorities are met in accordance with defined enterprise service levels.
- Effectively supervise and manage visiting ICT support staff, such as suppliers, by adhering to unit and organisational goals, policies and procedures, and seek opportunities to improve service provision through mentoring.
- Effectively supervise/ mentor a technical team by adhering to unit and organisational goals, and procedures.
- Whilst part of a broader team, the position requires being able to work with minimal supervision and a substantial commitment to self-management in prioritising and managing workloads, commuting to supported sites and being able to represent eHealth Queensland in communications with senior staff within the HHS as required.
- Represent eHealth Queensland as a stakeholder, as required, on local HHS committees.
- Assist management in the decision-making process by preparing technical reports, specifications and trend analysis within the unit.
- Assist the business through brokerage of non-enterprise services provided by third parties (suppliers, contracts).
- Contribute to quality certification and assurance processes.
- Manage ICT assets by ensuring relevant information is recorded accurately and inventory remains current.
- Adhere to eHealth Queensland ICT Change management practices.

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:

- Demonstrated technical expertise in the management, configuration, monitoring and implementation of ICT environments in multiple technical domains.
- Experience and ability to deliver high quality ICT support to clients, with an emphasis on managing workloads, prioritising tasks and working unsupervised.
- Experience and ability to identify and resolve ICT related problems within defined Service Level Agreements.
- Ability to coordinate multiple tasks within agreed priorities, timeframes and accountabilities.
- Demonstrated interpersonal skills and personal qualities that facilitate the development of good working relationships, including supervising/mentoring of junior staff, and enhance the provision of quality client service in a team environment.
- Well-developed oral and written communication skills that enable the creation and/or maintenance of system documentation, work instructions and technical reports for management.
- Demonstrated experience or the ability to quickly learn ServiceNow® and ITIL Service Management processes.

- Ability to maintain an awareness and understanding of new and emerging ICT technologies and products as they relate to eHealth Queensland

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](mailto: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

Within EUC the responsibilities are but are not limited to:

- the installation and support of hardware (including PCs, laptops, tablets, printers and peripheral devices) and operating system software (Windows 7 / Windows 10);
- manage workstations and application deployments / MOE updates via SCCM
- the 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 include but are not limited to:

- Microsoft Active Directory
- Microsoft SCCM
- DHCP
- Novell iManager and
- Remote access tools.

Servers

Within Servers the responsibilities are but are not limited to:

- build, configure, administer and support enterprise servers, including SAN's;
- support and maintain the local VMware ESXi environment;
- standalone or clustered Novell, OES2 or Windows servers which may be physical or virtual;
- manage printing and file storage including capacity, secure access, backups and recovery;
- manage workstations and application deployments / MOE updates via SCCM, and
- provide Patient Administration system support.

Technologies used include but are not limited to:

- Microsoft Active Directory;
- Microsoft SCCM;
- VMWare ESXi;
- Tivoli Backup;
- Windows Server;
- Novell iManager and iPrint and
- HBCIS (Hospital Based Computerised Information System)

Networks and Unified Communications

Within Networks and Unified Communications, the responsibilities are, but are not limited to: design, configure, build, manage and troubleshoot enterprise class networks that include voice, video, data and messaging services utilising WAN, LAN, WWAN, WLAN, IP Telephony and critical messaging systems.

Technologies used include but not limited to:

- LAN/WLAN components (Queensland Health utilises Cisco and Alcatel-Lucent products dependent on the site);
- Cisco ISE, Cisco MSE, Cisco UCCM
- WLAN Controllers;
- Alcatel-Lucent and/or Cisco Voice solutions;
- Paging and messaging systems;
- DHCP; and
- Monitoring tools such as Cisco Prime, SolarWinds.