

POSITION DESCRIPTION

ICT Services Delivery Engineer



Working at Northeast Health Wangaratta

At Northeast Health Wangaratta (NHW), we value our employees. We offer leadership, vision and an environment with a strong sense of teamwork, integrity, accountability, and respect. We are committed to providing staff with continuing education, research and professional development opportunities. This ensures that our people are part of a skilled and knowledgeable workforce, delivering exceptional high quality safe patient care. When you choose to work at NHW, you are committing to aligning everything you do with our values – **Fairness, Excellence, Respect, Kindness, Integrity and Courage.**

Position Details:	
Position Title:	ICT Services Delivery Engineer
Enterprise Agreement:	Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Workers) Single Enterprise Agreement 2016-2020, or its successors
Position Classification:	HS4
Who does this position report to:	ICT Operations Manager
Does this position manage or supervise others:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Workplace Location:	All NHW Sites & Locations
Primary purpose of the position:	<p>The primary focus of the ICT Services Delivery Engineer is to support Northeast Health Wangaratta (NHW) and partners with the provision of Level 2 ICT computer applications and infrastructure support as part of an ICT service management model.</p> <p>The ICT Services Delivery Engineer plays a key role in responding to incidents and service requests in an effective, efficient and timely manner. The role is responsible for the support, monitoring and management of NHW corporate and clinical application stacks, inclusive of underlying infrastructure, database and middleware requirements. It includes server configuration, update and upgrade planning, backup and recovery design, and compliance with regulations, standards and controls as per organisation policy</p> <p>The ICT Services Delivery Engineer will provide remote and on-site support for computer applications and hardware, and will be included on the NHW out-of-hours roster.</p> <p>Work includes a broad range of complex technical or professional activities and provision of advice to ICT team members in relation to these activities. This role provides technical expertise, coordination, and support for ongoing internal and external ICT and organisational projects</p> <p>The ICT Services Delivery Engineer investigates, defines and resolves complex issues, works under general direction within a clear framework of accountability, exercises substantial personal responsibility and autonomy and plans own work to meet given objectives and processes.</p>
Position Description reviewed:	November 2021

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Key Accountabilities:

1.	<p>Manage Solutions Identification and Build</p> <ul style="list-style-type: none"> ▪ Evaluates new system software, reviews system software updates and identifies those that merit action. ▪ Ensures that system software is tailored to facilitate the achievement of service objectives. ▪ Plans the installation and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. ▪ Advises on the correct and effective use of system software. ▪ Develop solution components progressively in accordance with detailed designs following development methods and documentation standards, quality assurance (QA) requirements, and approval standards. ▪ Ensure that all control requirements in the business processes, supporting ICT applications and infrastructure services, services and technology products, and partners/suppliers are addressed. ▪ Install and configure solutions and integrate with business process activities. ▪ Implement control, security and audit ability measures during configuration, and during integration of hardware and infrastructural software, to protect resources, ensure availability and data integrity. ▪ Update the services catalogue to reflect the new solutions. ▪ Develop and execute a plan for the maintenance of solution and infrastructure components. Include periodic reviews against business needs and operational requirements
2.	<p>Manage Change Acceptance and Transitioning</p> <ul style="list-style-type: none"> ▪ Prepare for business process, ICT service data, application and infrastructure migration as part of the organisation's development methods, including audit trails and a recovery plan should the migration fail ▪ Deliver end user training, advice, and support materials, as required.
3.	<p>ICT Applications Management</p> <ul style="list-style-type: none"> ▪ Design and implement IT architectures for the sustainable, adaptable, efficient and cost-effective operation of all Applications and Reporting Systems ▪ Monitor the status of applications, dependent components and related events. ▪ Co-ordinate and execute the activities and operational procedures required to deliver internal and outsourced applications and ICT services to the organisation, including the execution of pre-defined standard operating procedures and the required monitoring activities ▪ Store sufficient chronological information in operations logs to enable the reconstruction, review and examination of the time sequences of operations and the other activities surrounding or supporting operations. ▪ Maintain measures for protection against environmental factors. Install specialised equipment and devices to monitor and control the environment ▪ Develop application installation processes, procedures and standards, and improvements thereof. ▪ Implement data integrity monitoring and alerting to support the reliable operation of the Application and to promote trusted corporate and clinical reporting. ▪ Systematic planning and decommissioning of redundant / End of Life (EOL) applications and utilities ▪ Deliver end user training, advice, and support materials, as required.
4.	<p>Manage Problems</p> <ul style="list-style-type: none"> ▪ Investigate and diagnose problems using relevant subject management experts to assess and analyse root causes. ▪ As soon as the root causes of problems are identified, create known-error records and an appropriate workaround, and identify potential solutions. ▪ Identify and initiate sustainable solutions addressing the root cause, raising change requests via the established change management process if required to resolve errors. Ensure that the personnel affected are aware of the actions taken and the plans developed to prevent future incidents from occurring

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<p>Manage Security Services</p> <ul style="list-style-type: none"> ▪ Implement and maintain preventive, detective and corrective measures in place (especially up-to-date security patches and virus control) across the enterprise to protect information systems and technology from malware (e.g., viruses, worms, spyware, spam). ▪ Ensure that endpoints (e.g., laptop, desktop, server and other mobile and network devices or software) are secured at a level that is equal to or greater than the defined security requirements of the information processed, stored or transmitted. ▪ Define and implement procedures to grant, limit and revoke access to premises, buildings and areas according to business needs, including emergencies. Access to premises, buildings and areas should be justified, authorised, logged and monitored. This should apply to all persons entering the premises, including staff, temporary staff, clients, vendors, visitors or any other third party. ▪ Using intrusion detection tools, monitor the infrastructure for unauthorised access and ensure that any events are integrated with general event monitoring and incident management 											
5.											
<p>Manage Continuity</p> <ul style="list-style-type: none"> ▪ Maintain availability of business-critical information (manage backup, business continuity and disaster recovery arrangements) 											
6.											
<p>Manage Service Requests and Incidents</p> <ul style="list-style-type: none"> ▪ Perform service desk support activities as required ▪ Review change requests for consistency with Information Management Principles and standard Information Technology (IT) operations, escalating exceptions to Manager as required 											
7.											
<p>8. Other tasks as directed</p>											
<p>Key Relationships:</p>											
<table border="1"> <thead> <tr> <th>Internal</th> <th>External</th> </tr> </thead> <tbody> <tr> <td>1. All NHW Workforce</td> <td>1. Hume Rural Health Alliance</td> </tr> <tr> <td></td> <td>2. Technology Vendors</td> </tr> <tr> <td></td> <td>3. Government Agencies</td> </tr> <tr> <td></td> <td>4. Home Region Health Services</td> </tr> </tbody> </table>		Internal	External	1. All NHW Workforce	1. Hume Rural Health Alliance		2. Technology Vendors		3. Government Agencies		4. Home Region Health Services
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<p>Essential Key Selection Criteria:</p>											
1.	Information technology degree, relevant industry certification, and/or or substantial demonstrated experience (3+ years)										
2.	Proven ability in the support of enterprise network infrastructure, workstations, servers and applications.										
3.	Experience in the administration and implementation of contemporary database management systems, including SQL Server										
4.	Experience with backup technologies such as Veeam and Commvault										
5.	Demonstrated Experience configuring firewalls/UTMs										
6.	Demonstrated experience managing and migrating Microsoft Exchange environments										
7.	Demonstrated experience with MS Active Directory architecture and GPO deployment										
8.	Excellent interpersonal (written-verbal), customer service aptitude and negotiation skills, with a track record of managing client/end-user expectations and maintaining operational relationships										
9.	Excellent documentation skills										
10.	Experience with virtualization/remote access technologies such as VMware or Hyper-V, Citrix, Remote Desktop										
11.	Strong ability to resolve complex problems and incidents										
12.	Demonstrated Experience in identifying and driving process continual improvement initiatives										

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13. A high level of organisation, responsibility, self-motivation and personal commitment
14. Ability to deal with high pressure situations
Desirable Key Selection Criteria:
15. Experience with health industry specific computer applications and data management principles
16. Confidence administering cross platform systems, utilising varied interfaces and utilities
17. Experience with PaperCut
18. ITIL Certification
19. VMWare Certification
20. MCSA/MCSE or equivalent
21. CISCO Certification
22. Experience using PowerShell
23. Experience with contemporary workflow, middleware, and data capture tools
In addition to the above, all staff must have an remain current for continued employment, the following:
1. Covid-19 Vaccination
2. Current Class C Driver's Licence
3. A current National Police Check (renewed every 3 years)
4. A current Employer Working with Children Check (renewed every 5 years)
Immunisation:
It is a condition of appointment that all employees comply with our immunisation requirements during employment. This position is classified as Category C. Covid-19 Vaccination and yearly Flu Vaccination are required.
Diversity:
We encourage you to bring your 'whole self to work'. NHW is a safe and inclusive workplace. We value the visible and invisible qualities that make you who you are. We expect our workforce to align with our diversity expectations and programs. Working at NHW means you are on board with our journey, you will show respect, understanding and kindness to other regardless of ethnicity, sexuality, identity or any other protected attribute. We particularly acknowledge the traditional custodians of our land and pay our respects to elders past, present and emerging.
Mandatory Training:
It is a condition of appointment that all employees complete Mandatory Training and Clinical Competencies as required upon commencement, annually and in accordance with timelines specified in relevant health service policies and procedures.
Performance & Accountability:
A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation.
Quality and Risk Management:
In order to help ensure continued employee, patient safety and quality of care: <ul style="list-style-type: none"> ▪ Understanding individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines at NHW ▪ Comply with requirements of the National Safety and Quality Health Service Standards, Aged Care Quality Standards and other relevant standards, regulations and legislative requirements.

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- Contribute to organisational quality and safety initiatives and participate in the development and review of policies and procedures as appropriate
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Maintain a safe working environment at all times
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and our workforce

Staff are required to abide by the Code of Conduct for NHW.

Occupational Health & Safety and Wellbeing:

The safety, health and wellbeing of employees is a priority for NHW and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals. I commit to:

- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation
- Reporting through the incident management system any near misses or incidents as they occur
- Not place others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment
- Partaking in the promotion of the health and wellbeing of employees
- Contributing to an inclusive and health promoting environment
- Promoting our values and vision

An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

Policies & Procedures:

Whilst the policies and procedures do not form part of your employment contract it is expected that you will comply with NHW's policies, procedures and reasonable instructions at all times during the course of your employment.

Confidentiality:

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of NHW. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information. Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

Declaration:

As the incumbent of this position, I acknowledge that I have read this Position Description, understand its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to NHW. I also agree to strictly observe the NHW Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name:	
Signature:	
Date:	

POSITION DESCRIPTION – Jobs Demands Checklist

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The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

Position:	ICT Services Delivery Engineer
Department / Unit:	ICT
Workplace Location:	All NHW Sites and Locations

Frequency Definitions:

I Infrequent - intermittent activity exists for a short time on a very infrequent basis	C Constant - activity exists for more than 2/3 or the time when performing the job
O Occasional - activity exists up to 1/3 of the time when performing the job	R Repetitive - activity involved repetitive movements
F Frequent - activity exists between 1/3 and 2/3 of the time when performing the job	N Not Applicable - activity is not required to perform the job

Demands	Description	Frequency					
		I	O	F	C	R	N
Physical Demands:							
Sitting	Remaining in a seated position to perform tasks					X	
Standing	Remaining standing without moving about to perform tasks			X			
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes		X				
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes						X
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks		X				
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks		X				
Kneeling	Remaining in a kneeling posture to perform tasks		X				
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks		X				
Leg / Foot Movement	Use of leg and / or foot to operate machinery	X					
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps	X					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg)	X					
	Moderate lifting and carrying (10 – 15 kg)	X					
	Heavy lifting and carrying (16 kg and above)						X
Reaching	Arms fully extended forward or raised above shoulder		X				
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body		X				
Head / Neck Postures	Holding head in a position other than neutral (facing forward)		X				
Hand & Arm Movements	Repetitive movements of hands and arms		X				
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands		X				
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work	X					

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Driving	Operating any motor powered vehicle	X						
Sensory Demands:								
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc						X	
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries		X					
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals							X
Taste	Use of taste is an integral part of work performance, eg: Food preparation							X
Touch	Use of touch is an integral part of work performance			X				
Psychosocial Demands:								
Distressed People	Eg: Emergency or grief situations.	X						
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.	X						
Unpredictable People	Eg: Dementia, mental illness, head injuries.	X						
Environmental Demands:								
Dust	Exposure to atmospheric dust.	X						
Gases	Working with explosive or flammable gases requiring precautionary measures.							X
Fumes	Exposure to noxious or toxic fumes.							X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.							X
Hazardous Substances	Eg: Dry chemicals, glues.							X
Noise	Environmental / background noise necessitates people raise their voice to be heard.	X						
Inadequate Lighting	Risk of trips, falls or eyestrain.	X						
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X						
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.	X						
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.	X						
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.							X
The area below is for any special comments or notes on significant physical or other demands required to perform this job:								
Nil								