NSW Health Pathology

3 October 2024

Mr Gerard Hayes
Secretary
Health Services Union

By email: secretary@hsn.asn.au

Dear Gerard

I write to inform you NSW Health Pathology is proposing a change to two Senior Analyst positions in the Forensic & Analytical Science Service (FASS) ICT team.

The proposed change involves:
- Regrading of the positions from Senior Analyst to Health Manager Level 3
- Change in position title and Position Description to Senior Technology Specialist (copy enclosed).

The reason for this proposed change is to enable NSW Health Pathology to attract and retain high quality staff. Attraction and retention of skilled staff is a priority for NSW Health Pathology. It is also a priority to ensure equitable grading among staff with similar skills and who are performing similar roles across the organisation.

The positions identified are currently occupied by two permanent full-time staff. Both staff have been consulted on the proposal and are supportive of the change.

To continue our efforts in improving attraction and retention of staff, and to achieve consistent and equitable grading, we intend to review the remaining roles in the FASS ICT team. Should we identify a similar opportunity with other positions, we will follow the required consultative process.

NSW Health Pathology would like to invite the HSU to provide any feedback on the proposed change by 18 October 2024. If there is no further comment or feedback provided, the proposed changes will be implemented after this date.

If you have any questions, please contact me or Yasmin Fashik, Associate Director Human Resources on 0409 646 130 or via email at yasmin.fashik@health.nsw.gov.au

Yours sincerely

Michael Symonds
Director, Forensic & Analytical Science Service
NSW Health Pathology

cc: Leanne Chapman, Associate Director ICT
    Yasmin Fashik, Associate Director Human Resources
    Bailden Pepperall, Statewide Senior Human Resources Manager, NSWHP

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our values
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r i t e

Organisation	NSW Health
Local Health District / Agency	NSW Health Pathology
Position Classification	Health Mgr Lvl 3
State Award	Health Managers (State) Award
Category	Information and Communication Technology	IT Support & Administration
Vaccination Category	Category B
ANZSCO Code	135199 ICT Managers nec
Website	www.pathology.health.nsw.gov.au

PRIMARY PURPOSE

The Technical Specialist/Server Administrator plans, implements, oversees and maintains the server and network infrastructures and projects, primarily to:

- Develop, manage, maintain and support the server operating environments.
- Assist with the selection, acquisition, configuration, deployment, security and management of computing devices.
- Responsible for managing (and supporting as needed) a large fleet of desktops, notebooks and other computing technology used, including the Standard Operating Environment
- Assist with planning and implementation of hardware and infrastructure projects.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

Senior Technology Specialist

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL REQUIREMENTS

- Service Check Register
- Pre-employment Health Assessment - task intensity of the role: Light
- National Criminal Record Check

KEY ACCOUNTABILITIES

The role and responsibilities of the position are to be carried out in a manner that is consistent with the values, strategic priorities, performance goals, delegations, policies, procedures and operations of NSW Health Pathology and in line with the NSW Health Code of Conduct and the Capabilities required to perform this role competently.
The incumbent may be asked to perform job-related tasks other than those specifically stated in this Position Description and is primarily responsible for the following activities:

- Supervise Desktop Support staff and ensure that they are kept abreast of system changes and function.
- Provide timely delivery of Level 1/2/3 support to users across a wide range of specialised services including timely escalation of issues appropriately
- Provide project support for more complex ICT initiatives and project management including resources, administration and project performance
- Support the implementation of system enhancements, upgrades, service packs and security patches to ensure applications remain compliant and aligned to organisational requirements
- Ensure Disaster Recovery Plan is in place
- Maintain up to date technical and business process knowledge
- Develop and maintain high quality documentation and procedures
- Maintain effective relationships and communication with LHD, eHealth and vendor ICT personnel to ensure the provision of appropriate support
- Be accountable for developing KPIs targets and ensure they are met
- Contribute to the development and implementation of business plans
- Proficiency in delivering virtualised/physical/cloud infrastructure and Remote Desktop services
- Understanding of laboratory systems and processes

KEY CHALLENGES

- To stay abreast of technological changes and functionality associated with system software applications and enhancements in a healthcare environment. This requires ongoing professional development which must be undertaken in the context of the provision of operational support.
- To provide timely response to problem solving and troubleshooting to ensure that laboratories continue to operate efficiently and effectively in the provision of diagnostic service delivery. This includes appropriate escalation of business critical issues to ensure that they are addressed to minimise risk.
- Clear composed technical analysis and subsequent communication in the event of outages or other problems. Negotiation and communication of planned outages and ensuring the work meets advertised parameters.

KEY RELATIONSHIPS

Who	Why
Chief Information Officer, Director ICT Clinical Operations	
ICT Clinical Operations Team Members, Other Directors ICT, Other members of NSWHP ICT Team	
LIS Vendors, LHD ICT Staff, eHealth Staff	

SELECTION CRITERIA

1. Demonstrated experience and expertise in software packaging and/or Bachelor's degree in Computer Science, Information Technology or related area
2. Well developed and demonstrated leadership and Interpersonal skills with highly developed and effective management skills including delegation
3. MCSE or equivalent Microsoft Certification/Experience or SCCM experience and expertise and demonstrated understanding of SOE design, development and implementation
4. Working knowledge/experience with Windows 2019/2022 Server, Microsoft Active Directory and ITIL Foundation
5. Ability to develop, monitor and achieve predicted project outcomes and ability to contribute to design strategic and business objectives and a proven capacity to manage multiple priorities and contribute to the development of performance measures
6. Demonstrated ability to create and maintain detailed documentation
7. Demonstrated experience in managing and supporting server/desktop hardware and software
8. High level written and verbal communication and interpersonal skills, able to explain and recommend solutions to non-technical people