

Role Description

Systems Officer



Award	Health Managers (State) Award
Classification/Grade	Computer Manager Level 1
Employment Status	Permanent Full Time
Location	Parramatta/Charlestown
Department	Technology Services
Reports to	Product Team Owner – Statewide Network Services
Roles reporting to	None
Position Number (Stafflink)	
Date of Approval	<Enter information>

Primary purpose of the role

The Systems Officer primary purpose is to support the delivery deployment, expansion activities and day to day management of the Health Wide Area Network (HWAN) and Local Area Network (LAN) infrastructure. The role will also be responsible to assist with product delivery activities to support clinical and corporate users.

About eHealth NSW

eHealth NSW is responsible for the delivery of digital solutions for clinical care and business services, supported by smart infrastructure, providing a digitally enabled and integrated health system that delivers quality patient-centered health experiences to the people of NSW.

Key accountabilities

- Perform system monitoring and analysis, troubleshooting and escalating issues, including proactive problem resolution and problem analysis as necessary, to maintain system performance to meet user demand.
- Reduce operational risk and improve availability of infrastructure by ensuring system access, monitoring, control, evaluation and documentation practices are maintained and adhered to.
- Maintain and perform operational procedures and ensure operational tasks are performed reliably and consistently to reduce the risk of unplanned outages.
- Provide input into the Change and Event management processes to ensure compliance towards the NSW Health methodologies.
- Provide technical guidance and an escalation point to LHD and Service Desk personnel for resolution of HWAN and LAN related issues.
- Assist in the preparation of reports that document the various performance characteristics of the Network services supported by Statewide Network services.

Key challenges

- Establish collaborative and influential relationships with stakeholders, customers, and colleagues, to ensure easy and effective achievement of team / project / business goals.
- Effective management of workload within a large, complex, specialised and high-volume environment.
- Maintaining an appropriate work environment incorporating teamwork, motivation, effective communication, negotiation and resolution of issues and disputes.
- Maintaining a high level of expertise in rapidly changing IT environment involving new or changed network technologies, multiple hardware platforms and operating systems from multiple vendors.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none"> ▪ Inspire and motivate team, provide direction and manage performance ▪ Guide, support, coach and mentor team members ▪ Review the work and proposals of team members ▪ Encourage team to work collaboratively to contribute to
Clients/customers	<ul style="list-style-type: none"> ▪ Manage expectations, resolve and provide solutions to issues
External	
<ul style="list-style-type: none"> ▪ Vendors/service providers 	<ul style="list-style-type: none"> ▪ Escalate issues to address current and potential problems. ▪ Review Service Level Agreements and key performance indicators ▪ Contact to provide and gather information and resolve routine

Position Dimensions

Number of Direct Reports: Nil

Number of Indirect Reports: Nil

Financial Delegation

Budget (\$): Nil

Financial Delegation: Nil

Essential Criteria

- Demonstrated experience in supporting a large and complex multivendor Network, Data Centre and End User Services, working with customers to ensure services are maintained and support clinical and corporate environments.

Selection Criteria

- Highly developed written and oral communication skills, particularly in supporting role, with a wide range of internal and external stakeholders.
- Strong analytical skills including the ability to analyse and interpret information, prepare written reports, deal with challenges creatively and achieve business focused solutions.
- Demonstrated organisational skills and experience working in a high volume and demanding professional environment with a capacity to prioritise, multi-task, achieve business goals, perform and always work with a customer focused approach.
- Ability to be flexible and undertake a variety of roles and ownership within and across support and/or projects teams to deliver agreed outcomes with minimal supervision.

- Capacity and willingness, including current NSW driver's license, to travel to eHealth NSW business and service locations throughout NSW, which may include overnight stay in regional / remote areas.
- Willingness and ability to participate in a 24/7 support roster.






Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Occupation / profession specific capabilities

Capability Set

Category, Sub-category and Skill

Level and Code



This section has been intentionally left blank

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviors that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behavior • Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Identify ways to improve systems or processes which are used by the team/unit Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
People Management Manage reform and change	Foundational	<ul style="list-style-type: none"> Support change initiatives and assist staff to understand their purpose and impact Share information with team members to assist them to understand and manage uncertainty and change Recognise barriers to change and support the team to accept and facilitate change

Other specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of HealthShare NSW. The following specific requirements should be noted:

Culture

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

Finance and Resources

Manage allocated finance and resources efficiently and effectively in accordance with the HealthShare NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

Fraud and Corruption

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

Performance Appraisal

Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

Risk Management

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

Training

Comply with and participate in the organisation's training programs and policies, maintaining currency of all

mandatory training.

Vaccination

Category B

Work Health and Safety

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware. Everyone must Think Safe, Work Safe and Live Safe and follow the HealthShare NSW guide to safety excellence. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with safety instructions and work health and safety legislation, policies and procedures.

Workplace Diversity

Comply with and participate in the organisations workplace diversity goals and policies and procedures.

Travel

Capacity and willingness, including current driver's license recognised in NSW, to travel to eHealth NSW business and service locations throughout NSW, which may include overnight stay in regional / remote areas.

Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist, and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			

Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:

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

Note: any entries not assigned a value will be automatically set

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
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, steps		X				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)		X				
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	X					
Lifting/Carrying – heavy lifting and carrying (16kg 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 and 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
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)			X			
SENSORY DEMANDS - Description (comment)						
	I	O	F	C	R	N

Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)									
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)									
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)									
Taste – use of taste is an integral part of work performance (e.g. food preparation)									
Touch – use of touch is an integral part of work performance									
PSYCHOSOCIAL DEMANDS - Description (comment)	FREQUENCY								
Distressed People – e.g. emergency or grief situations									
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness									
Unpredictable People – e.g. dementia, mental illness, head injuries									
Restraining – involvement in physical containment of patients/clients									
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies									
ENVIRONMENTAL DEMANDS - Description (comment)	FREQUENCY								
Dust – exposure to atmospheric dust									
Gases – working with explosive or flammable gases requiring precautionary measures									
Fumes – exposure to noxious or toxic fumes									
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)									
Hazardous Substances – e.g. dry chemicals, glues									
Noise – environmental/background noise necessitates people raise their voice to be heard									
Inadequate Lighting – risk of trips, falls or eyestrain									
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight									
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C									
Confined Spaces – areas where only one egress (escape route) exists									
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground									
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls									
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks									
Biological Hazards – exposure to body fluids, bacteria, infectious diseases									

Role Description

Senior Systems Officer



Award	Health Managers (State) Award
Classification/Grade	Computer Manager Level 2
Employment Status	Permanent Full Time
Location	Parramatta/Charlestown
Department	Technology Services
Reports to	Capability Manager
Roles reporting to	None
Position Number (Stafflink)	
Date of Approval	<Enter information>

Primary purpose of the role

The Senior Systems Officer primary purpose of the role is to provide State-wide Network services including but not limited to customer consultation, network design, level 2 and 3 support and implementation of new and existing services and infrastructure.

This position provides advance technical knowledge of the infrastructure and services deployed within eHealth NSW network.

About eHealth NSW

eHealth NSW is responsible for the delivery of digital solutions for clinical care and business services, supported by smart infrastructure, providing a digitally enabled and integrated health system that delivers quality patient-centred health experiences to the people of NSW.

Key accountabilities

- Effectively manage internal and external customers to ensure continuous effective service delivery and a performance based, innovative, responsive and accountable customer focused work culture.
- Acting as a point of escalation for operational issues to ensure the eHealth Network Infrastructure Services are available, reliable, secure and are performing at optimal level.
- Assist in the implementation of best practices by sharing knowledge and providing expert advice to first and second level support teams
- Proactively developing effective working relationships with users and senior management of the eHealthNSW, LHD's and other Health entities to develop and maintain collaborative and open communications during project deployment.
- Provide advice and knowledge to participate in the development, implementation and promotion of new initiatives, including the capability to plan, manage change and improve the performance of the State-wide Wide Area Network (WAN) and the supported services and applications

Key challenges

- Establish collaborative and influential relationships with stakeholders, customers, and colleagues, to ensure easy and effective achievement of team / project / business goals.

- Effective management of workload within a large, complex, specialised and high-volume environment.
- Maintaining an appropriate work environment incorporating teamwork, motivation, effective communication, negotiation and resolution of issues and disputes.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none"> ▪ Inspire and motivate team, provide direction and manage performance ▪ Guide, support, coach and mentor team members ▪ Review the work and proposals of team members ▪ Encourage team to work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	<ul style="list-style-type: none"> ▪ Manage expectations, resolve and provide solutions to issues
External	
Vendors/service providers	<ul style="list-style-type: none"> ▪ Escalate issues to address current and potential problems. ▪ Review Service Level Agreements and key performance indicators ▪ Contact to provide and gather information and resolve routine issues

Position Dimensions

Number of Direct Reports: Nil

Number of Indirect Reports: Nil

Financial Delegation

Budget (\$): Nil

Financial Delegation: Nil

Essential Criteria

- Demonstrated extensive experience in infrastructure equipment project deployment and support in a large and complex/diverse service industry organisation, including relevant qualifications (CCIE/ CCNP - Wireless/ R&S/ DC/ SP) or equivalent experience.
- Demonstrated advance knowledge of TCP/IP, MPLS, BGP, Wireless, Routing protocols, Switching technologies, Network Security, VPN technologies and data transmission security to support large-scale multi-tenancy environment

Selection Criteria

- Highly developed written and oral communication skills, particularly in reporting and consultation, with a wide range of internal and external stakeholders. This includes the ability to work with customers to define business requirements and to translate them into technical requirements.
- Strong analytical skills including the ability to analyse and interpret information, prepare written reports, deal with challenges creatively and achieve business focused solutions.
- Demonstrated organisational skills and experience working in a high volume and demanding professional environment with a capacity to prioritise, multi-task, achieve business goals, perform and always work with a customer focused approach.

- Capacity and willingness, including current NSW driver's license, to travel to eHealth NSW business and service locations throughout NSW, which may include overnight stay in regional / remote areas.
- Willingness and ability to participate in an on call support roster as required.






Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Advance
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
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To be added later



Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Commit to customers	Advanced	<ul style="list-style-type: none"> • Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies, and programs respond to customer needs

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> • Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols and policies
People Management Inspire direction and purpose	Adept	<ul style="list-style-type: none"> • Promote a sense of purpose within the team and enable others to understand the strategic direction of the organisation • Translate broad goals into operational needs and explain the links for the team • Link team performance goals to team/unit goals to ensure implementation of government policy • Ensure team objectives and outcomes lead to implementation of government policy • Recognise and acknowledge high individual/team performance

Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of HealthShare NSW. The following specific requirements should be noted:

Culture

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

Finance and Resources

Manage allocated finance and resources efficiently and effectively in accordance with the HealthShare NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

Fraud and Corruption

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

Performance Appraisal

Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

Risk Management

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation’s risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

Training

Comply with and participate in the organisation’s training programs and policies, maintaining currency of all mandatory training.

Vaccination

Category B

Work Health and Safety

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware. Everyone must Think Safe, Work Safe and Live Safe and follow the HealthShare NSW guide to safety excellence. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with safety instructions and work health and safety legislation, policies and procedures.

Workplace Diversity

Comply with and participate in the organisation’s workplace diversity goals and policies and procedures.

Travel

Capacity and willingness, including current driver’s license recognised in NSW, to travel to eHealth NSW business and service locations throughout NSW, which may include overnight stay in regional / remote areas.

Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist, and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			

Job Demands Checklist

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Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:

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

Note: any entries not assigned a value will be automatically set to "N"

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
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, steps		X				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)		X				
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	X					
Lifting/Carrying – heavy lifting and carrying (16kg 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 and 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
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)			X			
SENSORY DEMANDS - Description (comment)						
	I	O	F	C	R	N

Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)									X		
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)									X		
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)											X
Taste – use of taste is an integral part of work performance (e.g. food preparation)											X
Touch – use of touch is an integral part of work performance											X
PSYCHOSOCIAL DEMANDS - Description (comment)	FREQUENCY										
Distressed People – e.g. emergency or grief situations	X										
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	X										
Unpredictable People – e.g. dementia, mental illness, head injuries											X
Restraining – involvement in physical containment of patients/clients											X
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies											X
ENVIRONMENTAL DEMANDS - Description (comment)	FREQUENCY										
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 personal protective equipment (PPE)											X
Hazardous Substances – e.g. 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 of sunburn exists from spending more than 10 minutes per day in sunlight		X									
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	X										
Confined Spaces – areas where only one egress (escape route) exists											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										
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks											X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases											X

Role Description

Network Support Officer



Award	Health Managers (State) Award
Classification/Grade	Health Manager Level 1
Employment Status	Permanent Full Time
Location	Parramatta/Charlestown
Department	Technology Services
Reports to	Product Team Owner – Statewide Network Services
Roles reporting to	None
Position Number (Stafflink)	
Date of Approval	<Enter information>

Primary purpose of the role

The Network Support Officer primary purpose is to support the delivery of a State-wide network which facilitates access for end-users to State-wide services and applications.

The role will support the deployment, expansion and day to day management of the Health Wide Area Network (HWAN) and Local Area Network (LAN) infrastructure and will assist with product delivery activities in collaboration with systems officer in line with NSW Health policies, standards, directives, plans, timelines and customer requirements.

About eHealth NSW

eHealth NSW is responsible for the delivery of digital solutions for clinical care and business services, supported by smart infrastructure, providing a digitally enabled and integrated health system that delivers quality patient-centered health experiences to the people of NSW.

Key accountabilities

- Perform system monitoring and analysis, troubleshooting and escalating issues, including proactive problem resolution and problem analysis as necessary, to maintain system performance to meet user demand.
- Reduce operational risk and improve availability of infrastructure by ensuring system access, monitoring, control, evaluation and documentation practices are maintained and adhered to.
- Maintain and perform operational procedures and ensure operational tasks are performed reliably and consistently to reduce the risk of unplanned outages.
- Provide input into the Change and Event management processes to ensure compliance towards the NSW Health methodologies.
- Provide technical guidance and an escalation point to LHD and Service Desk personnel for resolution of HWAN and LAN related issues.
- Liaise with internal and external stakeholders (including telecommunications carriers) to provide customers with HWAN and LAN support ensuring customer services are maintained and delivered consistently

- Assist in the preparation of reports that document the various performance characteristics of the Network services supported by Statewide Network services.

Key challenges

- Establish collaborative and influential relationships with stakeholders, customers, and colleagues, to ensure easy and effective achievement of team / project / business goals.
- Effective management of workload within a large, complex, specialised and high-volume environment.
- Maintaining an appropriate work environment incorporating teamwork, motivation, effective communication, negotiation and resolution of issues and disputes.
- Maintaining a high level of expertise in rapidly changing IT environment involving new or changed network technologies, multiple hardware platforms and operating systems from multiple vendors.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none"> ▪ Inspire and motivate team, provide direction and manage performance ▪ Guide, support, coach and mentor team members ▪ Review the work and proposals of team members ▪ Encourage team to work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	<ul style="list-style-type: none"> ▪ Manage expectations, resolve and provide solutions to issues
External	
<ul style="list-style-type: none"> ▪ Vendors/service providers 	<ul style="list-style-type: none"> ▪ Escalate issues to address current and potential problems. ▪ Review Service Level Agreements and key performance indicators ▪ Contact to provide and gather information and resolve routine

Position Dimensions

Number of Direct Reports: Nil

Number of Indirect Reports: Nil

Financial Delegation

Budget (\$): Nil

Financial Delegation: Nil

Essential Criteria

- Demonstrated experience in supporting a large and complex multivendor Network, Data Centre and End User Services, working with customers to ensure services are maintained and support clinical and corporate environments.

Selection Criteria

- Demonstrated experience in Incident, Change and Event management processes and technologies as aligned with ITIL methodologies.

- Excellent written and oral communication skills, particularly in supporting role, with a wide range of internal and external stakeholders.
- Intermediate analytical skills including the ability to analyse and interpret information, prepare written reports, deal with challenges creatively and achieve business focused solutions.
- Demonstrated organisational skills and experience working in a high volume and demanding professional environment with a capacity to prioritise, multi-task, achieve business goals, perform and always work with a customer focused approach.
- Capacity and willingness, including current NSW driver's license, to travel to eHealth NSW business and service locations throughout NSW, which may include overnight stay in regional / remote areas.
- Willingness and ability to participate in a 24/7 support roster.



Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational
	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational

Optimise Business Outcomes

Foundational

Manage Reform and Change

Foundational

Occupation / profession specific capabilities

Capability Set

Category, Sub-category and Skill

Level and Code



This section has been intentionally left blank

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviors that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with integrity	Intermediate	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way• Support a culture of integrity and professionalism• Understand and follow legislation, rules, policies, guidelines and codes of conduct• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct• Recognise and report misconduct, illegal or inappropriate behavior• Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none">• Tailor communication to the audience• Clearly explain complex concepts and arguments to individuals and groups• Monitor own and others' non-verbal cues and adapt where necessary• Create opportunities for others to be heard• Actively listen to others and clarify own understanding• Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none">• Take responsibility for delivering high quality customer-focused services• Understand customer perspectives and ensure responsiveness to their needs• Identify customer service needs and implement solutions• Find opportunities to co-operate with internal and external parties to improve outcomes for customers• Maintain relationships with key customers in area of expertise• Connect and collaborate with relevant stakeholders within the community

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
People Management Manage reform and change	Foundational	<ul style="list-style-type: none"> • Support change initiatives and assist staff to understand their purpose and impact • Share information with team members to assist them to understand and manage uncertainty and change • Recognise barriers to change and support the team to accept and facilitate change

Other specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of HealthShare NSW. The following specific requirements should be noted:

Culture

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

Finance and Resources

Manage allocated finance and resources efficiently and effectively in accordance with the HealthShare NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

Fraud and Corruption

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

Performance Appraisal

Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

Risk Management

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

Training

Comply with and participate in the organisation's training programs and policies, maintaining currency of all mandatory training.

Vaccination

Category B

Work Health and Safety

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware. Everyone must Think Safe, Work Safe and Live Safe and follow the HealthShare NSW guide to safety excellence. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with safety instructions and work health and safety legislation, policies and procedures.

Workplace Diversity

Comply with and participate in the organisations workplace diversity goals and policies and procedures.

Travel

Capacity and willingness, including current driver's license recognised in NSW, to travel to eHealth NSW business and service locations throughout NSW, which may include overnight stay in regional / remote areas.

Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			

Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:

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

Note: any entries not assigned a value will be automatically set

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
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, steps		X				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)		X				
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	X					
Lifting/Carrying – heavy lifting and carrying (16kg 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 and 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
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)			X			
SENSORY DEMANDS - Description (comment)						
	I	O	F	C	R	N

Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)							
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)							
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)							
Taste – use of taste is an integral part of work performance (e.g. food preparation)							
Touch – use of touch is an integral part of work performance							
PSYCHOSOCIAL DEMANDS - Description (comment)	FREQUENCY						
Distressed People – e.g. emergency or grief situations							
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness							
Unpredictable People – e.g. dementia, mental illness, head injuries							
Restraining – involvement in physical containment of patients/clients							
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies							
ENVIRONMENTAL DEMANDS - Description (comment)	FREQUENCY						
Dust – exposure to atmospheric dust							
Gases – working with explosive or flammable gases requiring precautionary measures							
Fumes – exposure to noxious or toxic fumes							
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)							
Hazardous Substances – e.g. dry chemicals, glues							
Noise – environmental/background noise necessitates people raise their voice to be heard							
Inadequate Lighting – risk of trips, falls or eyestrain							
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight							
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C							
Confined Spaces – areas where only one egress (escape route) exists							
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground							
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls							
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks							
Biological Hazards – exposure to body fluids, bacteria, infectious diseases							

Role Description

Resource Officer



Award	Health Managers (State) Award
Classification/Grade	Health Manager Level 1
Employment Status	Permanent Full Time
Location	Parramatta
Department	Information Services – Technical Services
Reports to	Capability Manager SNS
Roles reporting to	None
Position Number (Stafflink)	<Enter information>
Date of Approval	<Enter information>

Primary purpose of the role

The Resource Officer primary purpose is to support the sourcing manager with resourcing allocations and demand resourcing. The role will also be responsible for the maintenance and support of the resource management tool, updating records to ensure currency, scheduling training, development and implementation of business onboarding activities, creation and updates to current SNS processes.

This role is also responsible for the ongoing management of administrative and operational activity within the State-wide Network Support group.

About eHealth NSW

eHealth NSW is responsible for the delivery of Information and Communications Technology (ICT) led investments in clinical care, business services and smart infrastructure, providing a digitally enabled and integrated health system that delivers quality patient centred health experiences to the people of NSW.

Key accountabilities

- Maintenance and support of the resource management processes, action regular updates to ensure information is current Responsible for the management of the skills matrix, and undertaking activities to do with team professional development
- Maintenance of processes and procedures in line with the Document Management system for all SNS processes.
- Perform SharePoint administration activities, provide advice and recommendations to leadership to reflect and publish key service Offerings, events, notices
- Undertake administrative activity to provide business support to the State-wide Network Support group.

Key challenges

- Establishing strong relationships with suppliers, LHDs, and internal business units to get required inputs in a timely manner.
- Effective management of workload within a large, complex, specialised and high-volume environment.
- Achieve results through efficient use of resources and a commitment to quality outcomes.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none"> Inspire and motivate team, provide direction and manage performance Guide, support, coach and mentor team members Review the work and proposals of team members Encourage team to work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	<ul style="list-style-type: none"> Manage expectations, resolve and provide solutions to issues
External	
Vendors/service providers	<ul style="list-style-type: none"> Escalate issues to address current and potential problems. Review Service Level Agreements and key performance indicators Contact to provide and gather information and resolve routine issues

Position Dimensions

Number of Direct Reports: Nil

Number of Indirect Reports: Nil

Financial Delegation

Budget (\$): Nil

Financial Delegation: Nil

Essential Criteria

- Demonstrated organisational and time management skills and experience working in a high volume and demanding professional environment with a capacity to prioritise competing demands and achieve results with a customer focused approach.

Selection Criteria

- Sound analytical skills including the ability to analyse and interpret information, prepare written reports, deal with challenges creatively and achieve business focused solutions.
- Excellent communication skills (both verbal and written), setting meeting agendas and recording minutes, monitoring follow up actions, publishing approved documents to SharePoint and Microsoft Teams, and seeking formal quotations from suppliers.
- Demonstrated experience providing administrative support, ensuring efficient operation of the team.
- Experience in analysis and documentation of processes in an ICT infrastructure operations environment using flow charting techniques in Visio, and publication to SharePoint.
- Experience in engaging with technical teams to identify training requirements, courses, webinars and vendor and organise for staff to attend.






Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
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To be added later



Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> • Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes

Deliver Results

- Make sure team/unit staff understand expected goals and acknowledge success
- Identify resource needs and ensure goals are achieved within budget and deadlines
- Identify changed priorities and ensure allocation of resources meets new business needs
- Ensure financial implications of changed priorities are explicit and budgeted for
- Use own expertise and seek others' expertise to achieve work outcomes

Business Enablers Adept
Technology

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Identify opportunities to use a broad range of communications technologies to deliver effective messages
- Understand, act on and monitor compliance with information and communications security and use policies
- Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business
- Support compliance with the records, information and knowledge management requirements of the organisation

People Management Adept
Manage and Develop
People

- Define and clearly communicate roles and responsibilities to achieve team/unit outcomes
- Negotiate clear performance standards and monitor progress
- Develop team/unit plans that take into account team capability, strengths and opportunities for development
- Provide regular constructive feedback to build on strengths and achieve results
- Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way
- Monitor and report on performance of team in line with established performance development frameworks

Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of HealthShare NSW. The following specific requirements should be noted:

Culture

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

Finance and Resources

Manage allocated finance and resources efficiently and effectively in accordance with the HealthShare NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

Fraud and Corruption

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

Performance Appraisal

Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

Risk Management

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation’s risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

Training

Comply with and participate in the organisation’s training programs and policies, maintaining currency of all mandatory training.

Vaccination

Category B

Work Health and Safety

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware. Everyone must Think Safe, Work Safe and Live Safe and follow the HealthShare NSW guide to safety excellence. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with safety instructions and work health and safety legislation, policies and procedures.

Workplace Diversity

Comply with and participate in the organisations workplace diversity goals and policies and procedures.

Travel

Capacity and willingness, including current driver’s license recognised in NSW, to travel to eHealth NSW business and service locations throughout NSW, which may include overnight stay in regional / remote areas.

Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist, and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			

Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:

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

Note: any entries not assigned a value will be automatically set to "N"

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
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/slippy, indoors/outdoors, slopes			X			
Running – floor type: even/uneven/slippy, 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, steps		X				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)		X				
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	X					
Lifting/Carrying – heavy lifting and carrying (16kg 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 and 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
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)			X			
SENSORY DEMANDS - Description (comment)						
	I	O	F	C	R	N

Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)					X		
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)					X		
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)							X
Taste – use of taste is an integral part of work performance (e.g. food preparation)							X
Touch – use of touch is an integral part of work performance							X
PSYCHOSOCIAL DEMANDS - Description (comment)	FREQUENCY						
Distressed People – e.g. emergency or grief situations	X						
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	X						
Unpredictable People – e.g. dementia, mental illness, head injuries							X
Restraining – involvement in physical containment of patients/clients							X
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies							X
ENVIRONMENTAL DEMANDS - Description (comment)	FREQUENCY						
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 personal protective equipment (PPE)							X
Hazardous Substances – e.g. 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 of sunburn exists from spending more than 10 minutes per day in sunlight		X					
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	X						
Confined Spaces – areas where only one egress (escape route) exists							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						
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks							X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases							X

Role Description

Network Support Officer – Admin



Award	Health Managers (State) Award
Classification/Grade	Health Manager Level 1
Employment Status	Permanent Full Time
Location	Parramatta
Department	Service Delivery – Technology Services
Reports to	Group Manager, State-wide Network Services (SNS)
Roles reporting to	None
Position Number (Stafflink)	<Enter information>
Date of Approval	<Enter information>

Primary purpose of the role

The Network Support Officer – Admin will be responsible for the establishment and ongoing administrative support of all related SNS Service Offerings including HWAN, and the SNS SharePoint site. These functions include ongoing development, maintenance and advisory of relevant operational processes and procedures, support contracts for network equipment, maintenance and quality assurance of both operational and service level agreements, and monthly reporting. In addition, the role will provide support to HIRPN (Health Interior Radio Paging Network) which is the radio network owned by 7 LHDs (Local Health Districts) and used to send urgent messages to medical staff, especially in the case of clinical emergencies. It is also used for administrative messages and for automatically alerting appropriate groups to failure of important equipment, fire alarms, etc.

About eHealth NSW

eHealth NSW is responsible for the delivery of Information and Communications Technology (ICT) led investments in clinical care, business services and smart infrastructure, providing a digitally enabled and integrated health system that delivers quality patient centred health experiences to the people of NSW.

Key accountabilities

- Ensure all SNS support contracts are regularly reviewed, tracked and documented.
- Continual analysis and review of the current SNS processes and procedures, maintain a complete Process and Procedure Document Management system for all SNS processes.
- SharePoint administration of the SNS SharePoint site including any advice and recommendations to SNS leadership to ensure the SNS portal reflects all related SNS Service Offerings, as well as decide current events, activities, notices and information of interest to NSW Health Entities and publish on SNS Portal.
- Convene meetings and act as HIRPN Committee Secretary, ensure the Network and contractor performance meets SLA's, quarterly reports to the Management Committee and provide advice to site switch board managers on faults and incidents impacting HIRPN service availability and obtaining updates from the managed service provider.
- Develop SNS budgets and forecasts providing advice and recommendations from own knowledge of SNS activities plus input from SNS Leadership Team and Business Management,

- Ongoing review of service offering cost models and recommend to SNS leadership cost recovery rates for SNS related services.
- Consult with SNS Team Leadership for input into the SNS monthly reports, including collation of incident and request metrics and trending

Key challenges

- Establishing strong relationships with suppliers, LHDs, and internal business units to get required inputs in a timely manner.
- Effective management of workload within a large, complex, specialised and high volume environment.
- Achieve results through efficient use of resources and a commitment to quality outcomes.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none"> ▪ Inspire and motivate team, provide direction and manage performance ▪ Guide, support, coach and mentor team members ▪ Review the work and proposals of team members ▪ Encourage team to work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	<ul style="list-style-type: none"> ▪ Manage expectations, resolve and provide solutions to issues
External	
<ul style="list-style-type: none"> ▪ Vendors/service providers 	<ul style="list-style-type: none"> ▪ Escalate issues to address current and potential problems. ▪ Review Service Level Agreements and key performance indicators ▪ Contact to provide and gather information and resolve routine issues

Position Dimensions

Number of Direct Reports: Nil

Number of Indirect Reports: Nil

Financial Delegation

Budget (\$): Nil

Financial Delegation: Nil

Essential Criteria

- Experience in infrastructure equipment support contract adds/moves/changes/deletions of items in a large and complex/diverse ICT services organisation; cost, service level, and provider analysis and recommending best option.

Selection Criteria

- Demonstrated experience providing administrative support to an ICT technical committee, communicating technical content to non-technical employees, setting meeting agenda and recording minutes, monitoring follow up actions, publishing approved documents to Sharepoint, and seeking formal quotations from suppliers.
- Experience in analysis and documentation of processes in an ICT infrastructure operations environment using flow charting techniques in Visio, IBM Blueworks live or similar application, and publication to Sharepoint.
- Experience working with financial systems and processes including preparation of budgets, forecasts, executive briefs and expenditure approval requests, preferably in a government environment.
- Experience in engaging with technical teams to identify training requirements, courses, webinars and vendor and organise for staff to attend.
- Sound analytical skills including the ability to analyse and interpret information, prepare written reports, deal with challenges creatively and achieve business focused solutions, especially in budgeting, forecasting and cost models.
- Demonstrated organisational skills and experience working in a high volume and demanding professional environment with a capacity to prioritise competing demands and achieve results with a customer focused approach.



Capabilities for the role




The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept

	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
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To be added later



Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate

		<ul style="list-style-type: none"> • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> • Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks

Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of HealthShare NSW. The following specific requirements should be noted:

Culture

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

Finance and Resources

Manage allocated finance and resources efficiently and effectively in accordance with the HealthShare NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

Fraud and Corruption

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

Performance Appraisal

Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

Risk Management

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

Training

Comply with and participate in the organisation's training programs and policies, maintaining currency of all mandatory training.

Vaccination

Category B

Work Health and Safety

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware. Everyone must Think Safe, Work Safe and Live Safe and follow the HealthShare NSW guide to safety excellence. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with safety instructions and work health and safety legislation, policies and procedures.

Workplace Diversity

Comply with and participate in the organisations workplace diversity goals and policies and procedures.

Travel

Capacity and willingness, including current driver's license recognised in NSW, to travel to eHealth NSW business and service locations throughout NSW, which may include overnight stay in regional / remote areas.

Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist, and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			

Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:

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

Note: any entries not assigned a value will be automatically set to "N"

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
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, steps		X				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)		X				
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	X					
Lifting/Carrying – heavy lifting and carrying (16kg 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 and 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
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)			X			
SENSORY DEMANDS - Description (comment)						
	I	O	F	C	R	N

Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)					X		
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)					X		
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)							X
Taste – use of taste is an integral part of work performance (e.g. food preparation)							X
Touch – use of touch is an integral part of work performance							X
PSYCHOSOCIAL DEMANDS - Description (comment)	FREQUENCY						
Distressed People – e.g. emergency or grief situations	X						
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	X						
Unpredictable People – e.g. dementia, mental illness, head injuries							X
Restraining – involvement in physical containment of patients/clients							X
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies							X
ENVIRONMENTAL DEMANDS - Description (comment)	FREQUENCY						
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 personal protective equipment (PPE)							X
Hazardous Substances – e.g. 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 of sunburn exists from spending more than 10 minutes per day in sunlight		X					
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	X						
Confined Spaces – areas where only one egress (escape route) exists							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						
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks							X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases							X

Role Description

Principal Engineer



Award	Health Managers (State) Award
Classification/Grade	Health Manager Level 4
Employment Status	Permanent Full Time
Location	Parramatta/Charlestown
Department	Technology Services
Reports to	Product Owner
Position Number (StaffLink)	
Date of Approval	TBC

Primary purpose of the role

The purpose of the State-wide Network Services Principal Engineer is to demonstrate mastery of network technologies deployed across the HWAN network. This includes infrastructure platforms and all services connected onto them such as clinical and corporate applications. They are also responsible to define and ensure the network technologies, remain current this includes, develop, deliver, optimise, enhance, adopt and operationally guide significant platform upgrades and introduce new services and platforms within a define infrastructure product stream.

This role will be working alongside and in conjunction with technical project managers, business stakeholders and eHealth NSW customers to deliver network centric products across the NSW Health landscape.

About eHealth NSW

eHealth NSW is responsible for the delivery of digital solutions for clinical care and business services, supported by smart infrastructure, providing a digitally enabled and integrated health system that delivers quality patient-centred health experiences to the people of NSW.

Key accountabilities

- Identify and analyse ICT organisational and sector strategic issues and options and align technology vision with business strategy to guide the development, implementation and governance of ICT strategies.
- Knowledge and experience with the complexities of migration and transformation of Government environments, the ability to produce technical and non-technical documentation of a high quality, consistent with requirements of NSW Health entities that consume Intune and Endpoint Configuration management solutions, services and components.
- As a subject matter expert in State-wide Network Services group you will assist with the planning, implementation and delivery of technical solutions and replenishment of network services and platforms.
- Engage with a broad audience of stakeholders including, technical peers, vendors, customers and other technical teams related to the support and delivery of services through State-wide Network Services group.
- Ability to lead strategic technology driven developments that define roadmaps or transition plans and initiatives based on guidance from senior business stakeholders.
- Provide specialised guidance to teams within the State-wide Network Services group and assist with resolution of operational issues to ensure high quality reliable service delivery to state-wide customers.
- Demonstrate excellent documentation and technical writing skills to facilitate development of solutions, project scoping, planning and objective setting, including working with stakeholders to define specific related programs of work.

Role Description

Principal Engineer



Key challenges

- Provide subject matter expertise and consultation services for the State-wide Network Services group across the NSW Health customer base, balance competing demands to achieve business and operational objectives, establish effective stakeholder relationships and arrangements that ensure customer/clinician/patient perspectives to decisions, and balance state-wide needs with local innovation and national strategic directives,
- Work within an environment where technologies are subject to rapid evolution and change and identify technology solutions and platforms that improve the efficiency and effectiveness of the overall service offering for customers, drive improved value and evolve solutions to meet complex needs of a vast NSW Health customer base.
- Create and maintain a constructive workplace culture.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none"> ▪ Inspire and motivate team, provide direction and manage performance ▪ Guide, support, coach and mentor team members ▪ Review the work and proposals of team members ▪ Encourage team to work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	<ul style="list-style-type: none"> ▪ Manage expectations, resolve and provide solutions to issues
External	
Vendors/service providers	<ul style="list-style-type: none"> ▪ Escalate issues to address current and potential problems. ▪ Review Service Level Agreements and key performance indicators ▪ Contact to provide and gather information and resolve routine issues

Position Dimensions

Number of Direct Reports: 0

Number of Indirect Reports: 0

Financial Delegation

Budget (\$): Nil

Financial Delegation: Nil

Selection Criteria

- Extensive experience with a record of achievement in the delivery and operation of Network services including, major providers of network infrastructure and services in a consultative/specialist and subject matter expert capacity within a large, complex shared services environment, with relevant qualifications or equivalent.
- Demonstrated technical leadership, driving collaboration, developing future capabilities while integrating with legacy technologies to ensure successful outcomes in service provisioning and support.
- Demonstrated extensive experience in managing third parties and stakeholders with the ability to prioritise workloads in a high profile and challenging environment.
- Contribute to developing network services and solutions aligned to NSW Health and customer requirements.

Role Description

Principal Engineer






Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Advance
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

Role Description

Principal Engineer

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
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Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> Model the highest standards of ethical and professional behaviour and reinforce their use Represent the organisation in an honest, ethical and professional way and set an example for others to follow Promote a culture of integrity and professionalism within the organisation and in dealings external to government Monitor ethical practices, standards and systems and reinforce their use Act promptly on reported breaches of legislation, policies and guidelines
Relationships Communicate effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Commit to customers	Advanced	<ul style="list-style-type: none"> Promote a culture of quality customer service in the organisation Initiate and develop partnerships with customers to define and evaluate service performance outcomes Promote and manage alliances within the organisation and across the public, private and community sectors Liaise with senior stakeholders on key issues and provide expert and influential advice Identify and incorporate the interests and needs of customers in business process design

Role Description

Principal Engineer



NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> Ensure that the organisation's systems, processes, policies, and programs respond to customer needs Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements Implement systems and processes that are underpinned by high-quality research and analysis Look for opportunities to design innovative solutions to meet user needs and service demands Evaluate the performance and effectiveness of services, policies and programs against clear criteria
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> Show commitment to the use of existing and deployment of appropriate new technologies in the workplace Implement appropriate controls to ensure compliance with information and communications security and use policies Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes Implement and monitor appropriate records, information and knowledge management systems protocols and policies
People Management Inspire direction and purpose	Advanced	<ul style="list-style-type: none"> Promote a sense of purpose and enable others to understand the links between government policy and organisational goals Build a shared sense of direction, clarify priorities and goals and inspire others to achieve them Work with others to translate strategic direction into operational goals and build a shared understanding of the link to core business outcomes Create opportunities for recognising and celebrating high performance at the individual and team level Work to remove barriers to achievement of goals.

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
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Role Description

Principal Engineer



Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of HealthShare NSW. The following specific requirements should be noted:

Culture

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

Finance and Resources

Manage allocated finance and resources efficiently and effectively in accordance with the HealthShare NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

Fraud and Corruption

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

Performance Appraisal

Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

Risk Management

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

Training

Comply with and participate in the organisation's training programs and policies, maintaining currency of all mandatory training.

Vaccination

Category B

Work Health and Safety

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware. Everyone must Think Safe, Work Safe and Live Safe and follow the HealthShare NSW guide to safety excellence. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with safety instructions and work health and safety legislation, policies and procedures.

Workplace Diversity

Comply with and participate in the organisations workplace diversity goals and policies and procedures.

On-call

Participate in after hours or on-call work as required.

Travel

Capacity and willingness, including current driver's license recognised in NSW, to travel to eHealth NSW business and service locations throughout NSW, which may include overnight stay in regional / remote areas.

Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			

Role Description

Principal Engineer



Manager / Supervisor			
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Role Description

Principal Engineer

Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:

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

Note: any entries not assigned a value will be automatically set to "N"

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
Job Demands Frequency Key:						
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, steps		X				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)		X				
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	X					
Lifting/Carrying – heavy lifting and carrying (16kg 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 and 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
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)			X			
SENSORY DEMANDS - Description (comment)	FREQUENCY					
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				X		
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)				X		

Role Description

Principal Engineer

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
Job Demands Frequency Key:	I	O	F	C	R	N
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)						X
Taste – use of taste is an integral part of work performance (e.g. food preparation)						X
Touch – use of touch is an integral part of work performance						X
PSYCHOSOCIAL DEMANDS - Description (comment)	FREQUENCY					
Distressed People – e.g. emergency or grief situations	X					
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	X					
Unpredictable People – e.g. dementia, mental illness, head injuries						X
Restraining – involvement in physical containment of patients/clients						X
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies						X
ENVIRONMENTAL DEMANDS - Description (comment)	FREQUENCY					
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 personal protective equipment (PPE)						X
Hazardous Substances – e.g. 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 of sunburn exists from spending more than 10 minutes per day in sunlight		X				
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	X					
Confined Spaces – areas where only one egress (escape route) exists						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					
Working at Heights – ladders/stepladders/scaffolding are required to perform tasks						X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases						X

Role Description

Product Owner



Cluster	NSW Health
Agency	eHealth NSW
Award	Health Managers (State) Award
Classification/Grade	Health Manager Level 4
Employment Status	Permanent Full Time
Location	Parramatta / Charlestown
Directorate/Business Unit	Technology Services, Service Delivery
Reports to	Group Manager, Statewide Network Services
Roles reporting to	Solution Delivery (TBC) DC (TBC) Connect (TBC) Network support services (TBC)
Position Number (StaffLink)	TBD
Date of Approval	TBD
Agency Website	http://www.ehealth.nsw.gov.au/

Primary purpose of the role

The Product Owner is responsible to define and ensure delivery of the IT operational management, this includes, Services, Platforms and capabilities. The role will be responsible to identify, document, prioritize and communicate the work that the engineering teams will deliver based on business demands. This role will also be responsible for all support activities, maintaining service descriptions, standards and specifications, and management of agreed service solutions and outcomes.

About eHealth NSW

eHealth NSW is responsible for the delivery of digital solutions for clinical care and business services, supported by smart infrastructure, providing a digitally enabled and integrated health system that delivers quality patient-centred health experiences to the people of NSW.

Key accountabilities

- Lead and manage product team to ensure achievement of agreed service levels and optimal system and operations performance.
- Ongoing analysis and review of service delivery to identify opportunities to improve and enhance the services for the organization.
- Lead the implementation and delivery of new systems, technologies, and services, ensuring alignment with the strategic direction of the organisation whilst upholding core IT security best practices.
- Plan and manage employee lifecycle activities including oversee the recruitment of staff, induction, capability development, and monitor and improve staff performance.
- Provide regular updates and reports to the Group Manager on operational and project services delivered by the team including impacts on resources, contracts, and other aspects of service delivery.
- Engage and manage all processes and stakeholders (including vendors, customer, and other technical teams) related to the support and delivery of services within the team.
- Engage with BAU and project teams to effectively plan and resource services to be delivered by the team

Key challenges

- Lead the development, engagement and adoption of agreed ICT Services Commissioning Product/Service across the NSW health system, balance competing demands to achieve business objectives, establish effective stakeholder relationships and arrangements that ensure customer input to all decisions, and balance state-wide needs with local innovation and national directions
- Work within a complex environment where technologies are subject to rapid evolution and change and identify solutions that improve the efficiency and effectiveness of the overall service offering for customers and drive improved value and ensure adoption of change initiatives are sustained.
- Create, lead, and maintain a constructive workplace culture.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive instructions ▪ Provide regular updates on key deliverables, issues and priorities ▪ Inspire and motivate team, provide direction and manage performance
Work team	<ul style="list-style-type: none"> ▪ Participate in meetings to represent work group perspective and share information ▪ Participate in discussions and decisions regarding implementation of innovation and best practice ▪ Provide direction and manage performance and review work and proposals of team members
Clients/customers	<ul style="list-style-type: none"> ▪ Resolve issues and provide solutions to problems ▪ Provide strategic advice for business improvement ▪ Ensure compliance with agency and sector rules and standards
External	
Vendors/service providers	<ul style="list-style-type: none"> ▪ Escalate issues to address current and potential problems. ▪ Review Service Level Agreements and key performance indicators ▪ Contact to provide and gather information and resolve routine issues

Role Dimensions

Number of Direct Reports:	Number of Indirect Reports:
Budget (\$):	Financial Delegation: As per eHealth NSW Delegations Manual

Essential Requirements

- Demonstrated experience and a record of achievement in the operations, management and delivery of IT services within a large and complex service environment, including relevant qualifications or equivalent demonstrated experience. This includes extensive knowledge and experience across multiple vendor infrastructure and services including Juniper, Arista, Cisco, Load Balancing technologies, and firewalls.

Selection Criteria

- Demonstrated experience with Product Lifecycle management and Operations with extensive experience in leading multidisciplinary teams for large/complex ICT Services

- Experience working proactively to anticipate problems before they occur; defines the problem; identifies possible causes; works with team to identify solutions; selects and implements most appropriate solution.
- Demonstrated organisational skills and experience working in a high volume and changing professional environment with a capacity to prioritise, multi-task, achieve business goals, perform and always work with a customer focused approach.
- Strong interpersonal skills, with the ability to collaborate with internal and external stakeholders, negotiate and influence key stakeholders and customers, make decisions with input of leaders, technical teams and key stakeholders, and the ability to mediate opposing viewpoints, articulate the advantages of standards in a technical environment to achieve optimal business outcomes.
- Excellent verbal and written communication skills across; ability to communicate complex, technical concepts to executive staff, business sponsors and technical resources in clear concise language through discussion, presentations, and briefs.
- Strong analytical and problem-solving skills, to analyse and interpret complex, manage multiple projects, and show continuous improvement, quality methodology and project/operations delivery skills.





Capabilities for the role


The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Advanced
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
	Finance	Intermediate
	Technology	Advanced

	Procurement and Contract Management	Adept
	Project Management	Adept
	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
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This section has been intentionally left blank

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviors that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> Model the highest standards of ethical and professional behaviour and reinforce their use Represent the organisation in an honest, ethical and professional way and set an example for others to follow Promote a culture of integrity and professionalism within the organisation and in dealings external to government Monitor ethical practices, standards and systems and reinforce their use Act promptly on reported breaches of legislation, policies and guidelines
Relationships Communicate effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats
Relationships Commit to customers	Advanced	<ul style="list-style-type: none"> Promote a culture of quality customer service in the organisation Initiate and develop partnerships with customers to define and

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> evaluate service performance outcomes Promote and manage alliances within the organisation and across the public, private and community sectors Liaise with senior stakeholders on key issues and provide expert and influential advice Identify and incorporate the interests and needs of customers in business process design Ensure that the organisation's systems, processes, policies, and programs respond to customer needs
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> Understand the links between the business unit, organisation and the whole-of-government agenda Ensure business plan goals are clear and appropriate including contingency provisions Monitor progress of initiatives and make necessary adjustments Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately Consider the implications of a wide range of complex issues, and shift business priorities when necessary Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements Implement systems and processes that are underpinned by high-quality research and analysis Look for opportunities to design innovative solutions to meet user needs and service demands Evaluate the performance and effectiveness of services, policies and programs against clear criteria
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> Show commitment to the use of existing and deployment of appropriate new technologies in the workplace Implement appropriate controls to ensure compliance with information and communications security and use policies Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes Implement and monitor appropriate records, information and knowledge management systems protocols and policies
People Management	Advanced	<ul style="list-style-type: none"> Refine roles and responsibilities over time to achieve better business outcomes

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Manage and develop people		<ul style="list-style-type: none"> Recognise talent, develop team capability and undertake succession planning Coach and mentor staff and encourage professional development and continuous learning Provide timely, constructive and objective feedback to staff Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives
People Management Inspire direction and purpose	Advanced	<ul style="list-style-type: none"> Promote a sense of purpose and enable others to understand the links between government policy and organisational goals Build a shared sense of direction, clarify priorities and goals and inspire others to achieve them Work with others to translate strategic direction into operational goals and build a shared understanding of the link to core business outcomes Create opportunities for recognising and celebrating high performance at the individual and team level Work to remove barriers to achievement of goals.

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions

Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of eHealth NSW. The following specific requirements should be noted:

Culture

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

Finance and Resources

Manage allocated finance and resources efficiently and effectively in accordance with the eHealth NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

Fraud and Corruption

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

Performance Appraisal

Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

Risk Management

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

Vaccination

Category B

Rostering Management

Ensure data quality, integrity, policy and Award compliance is maintained in day to day rostering.

Work Health and Safety

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware and ensure that a culture of safe behaviour is well understood and strongly embedded in their teams. Everyone must Think Safe, Work Safe and Live Safe and follow our guide to safety excellence. This includes taking reasonable care for your own safety and the safety of others, participating with consultation arrangements, and working and behaving safely in accordance with safety instructions, the behavioural expectations of the workplace and work health and safety legislation, policies and procedures.

Workplace Diversity

Support the organisations workplace diversity goals and policies

Training

Comply with and participate in the organisation's training program and policies, including satisfactory completion of all mandatory training.

Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist, and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			

Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:

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

Note: any entries not assigned a value will be automatically set to

"N"

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
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, steps		X				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)		X				
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	X					
Lifting/Carrying – heavy lifting and carrying (16kg 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 and 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
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)			X			
SENSORY DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				X		
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)				X		
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)						X
Taste – use of taste is an integral part of work performance (e.g. food preparation)						X
Touch – use of touch is an integral part of work performance						X
PSYCHOSOCIAL DEMANDS - Description (comment)	FREQUENCY					
Distressed People – e.g. emergency or grief situations	X					
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	X					
Unpredictable People – e.g. dementia, mental illness, head injuries						X
Restraining – involvement in physical containment of patients/clients						X
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies						X
ENVIRONMENTAL DEMANDS - Description (comment)	FREQUENCY					
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 personal protective equipment (PPE)										X
Hazardous Substances – e.g. 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 of sunburn exists from spending more than 10 minutes per day in sunlight		X								
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	X									
Confined Spaces – areas where only one egress (escape route) exists										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									
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks										X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases										X

Mr Gerard Hayes Secretary
Health Services Union
Locked Bag 3
Australia Square NSW 1215

By email: secretary@hsu.asn.au
tom.stevanja@hsu.asn.au

12th August 2021.

Dear Mr Hayes,

Re: Consultation – Networking Services – State-Wide Services - eHealth

I am writing to formally advise you that State-wide Networking Services (SNS) eHealth NSW has completed a review of its operating model and structure. The review has identified the need to uplift overall capability to deliver on increasing services demands, take full advantage of current technologies, provide ongoing career development and opportunity for staff and deliver an improved service experience to the customer.

A key recommendation is the realignment of the teams into product-based delivery teams and capability pools. This proposed change will impact on the current structure and staff reporting lines by transitioning existing units into Product teams and capability pools. It is expected that this will enable SNS to meet customer needs more effectively by delivering an end-to-end solution providing consultation, design, build and implementation within the same product group, ultimately reducing support complexity and delivery times.

This proposed change will also help staff develop and maintain skills to remain competitive into the future, enabling improved staff mobility and career pathways resulting in stronger staff engagement.

There are five (5) positions occupied by permanent staff proposed to be affected and twelve (12) new positions proposed to be created.

The 5 impacted staff will be priority assessed and will be considered to fill the newly created positions that are at the same or higher grade than the positions staff currently occupy. Redeployment opportunities will be explored prior to and following the outcome of recruitment. The impacted positions will be noted for deletion post completion of recruitment.

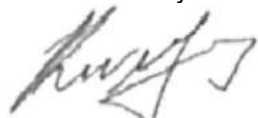
Consultation is sought on these proposed changes for a period of four (4) weeks until the 10 September however with commitment to continue the consultative processes until the re-organisation has been completed.

All actions as a result of the proposed realignment will be undertaken according to *PD 2012_021 Managing Excess Staff NSW Health* policy and procedures.

The announcement of the change is proposed on the Monday 16 August 3pm via MS Teams. Please advise me if you would like an HSU Organiser to be invited to the meeting.

If you would like to schedule a further discussion please contact me at [REDACTED]
[REDACTED] HR Business Partner, eHealth NSW People & Culture via email at [REDACTED]

Yours sincerely



Kieron McGarry
Director, Technology & Customer Support Services

Incl: Current and proposed organisation charts



eHealth

SNS Re-structure

David Bell



Agenda

- **Welcome**
- **'We would like to begin by acknowledging the Traditional Custodians of the land on which we are all on today, and pay our respects to their Elders past, present and future. We extend that respect to Aboriginal and Torres Strait Islander colleagues and guests here today.'**
- **Introduction – David Bell**
- **Consultation Phase overview – Michelle Quinn**
- **High Level re-organization staff briefing – David Bell**
- **Questions - All**

Consultation – What does this all mean?

In eHealth and across Health

- It is an important industrial process intended to provide a clear framework for consultation with staff on a range of matters, specifically in this case on organisational change
- includes a range of stakeholders including Unions e.g, Health Services Union
- formal consultation period is four (4) weeks
- Overall consultation will continue until the implementation is completed

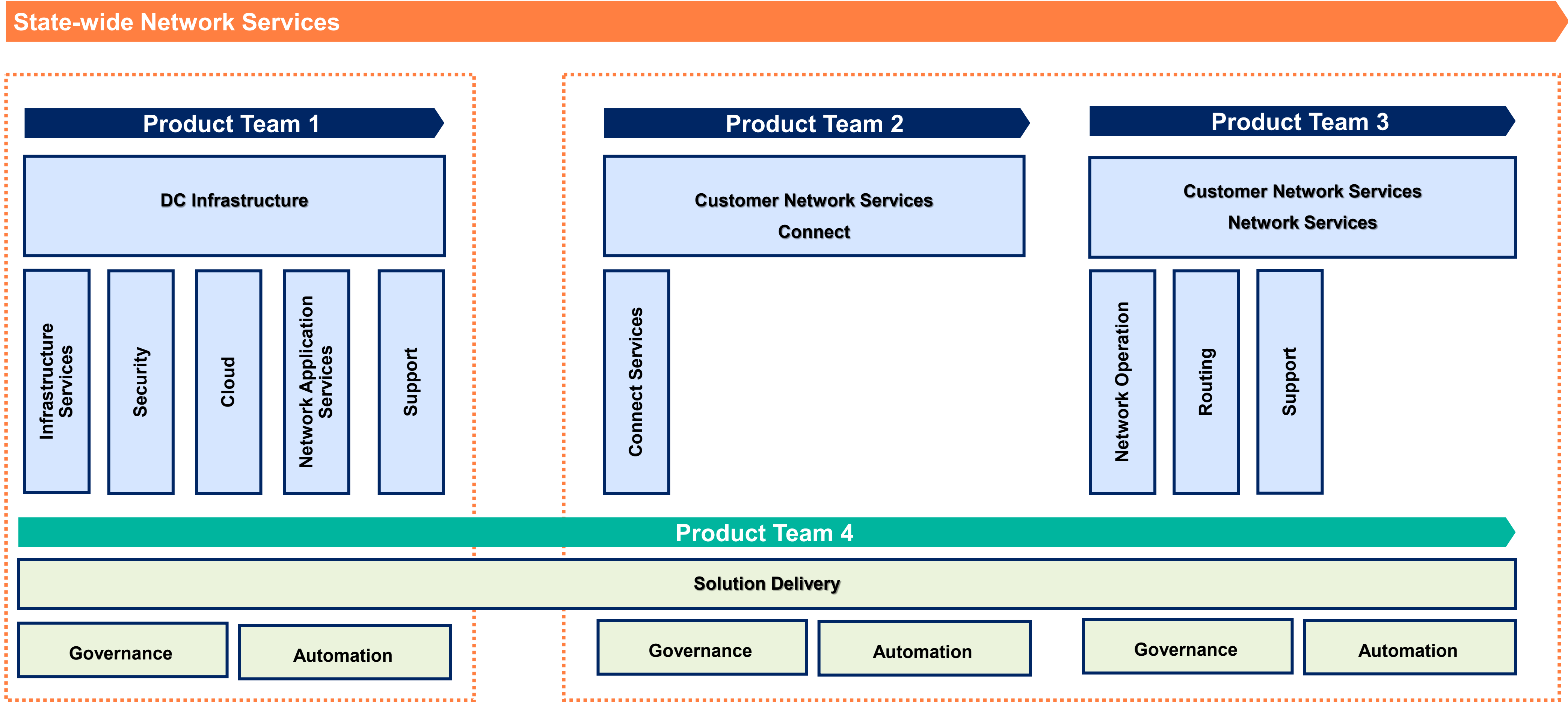
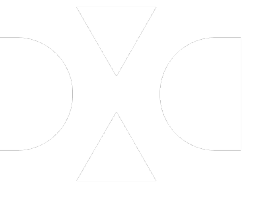
For the next four weeks...

- your feedback will be sought and genuinely considered
- information exchanged e.g, role descriptions
- changes made where agreed

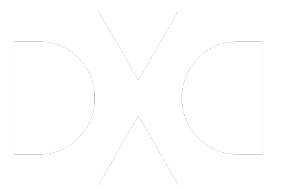
Introduction / Talking points.

- **In order to align to Service Delivery new operating model OKR's, in August 2020, SNS management undertook an extensive analysis and review of SNS structure of the group.**
- **A full assessment of the Group capabilities was created to align the teams into product teams allowing our customers to have a single Product Team managing all their requirements end-to-end.**
- **A brief was submitted with proposed changes and approved mid-July for implementation.**
- **The roles and responsibilities of the newly formed product teams has been clearly defined.**
- **There are a number of significant changes that we are looking forward to implement, along with new opportunities for the growth of SNS.**
- **Today's announcement marks the commencement of consultation phase where we invite you to provide your feedback on the proposed changes, raise any concerns – personal or SNS group wide, and understand that any feedback provided will be considered and taken into account before we commence with implementing the proposed changes.**

SNS Operational Model



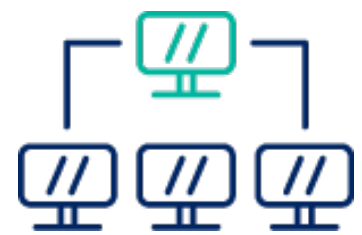
SNS Building Blocks



State-wide Network Services

Product Team Customer Network Services

Product Team DC Infrastructure Team

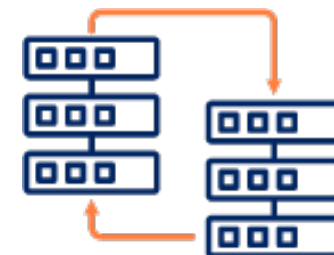


Network Services

Campus, SWS, Level 1 - 3

Team Responsibilities

- Responsible to operation and maintenance of all new services into HWAN
- Operation and maintenance of all Core and connect Links (Including onboarding new entities)
- Hardware operation and maintenance (P/ PE/CE/ WAN Edge infrastructure)
- Responsible for CE's and OOB equipment



Connect

Team Responsibilities

- Responsible to provision of all new services into HWAN
- Provisioning and decommissioning of all Core and connect Links (Including onboarding new entities)
- Hardware deployment (PE/CE/ WAN Edge infrastructure)
- PVP ownership
- Ownership of HDN and SharePoint



DC

GovDC, Level 1 - 3

Team Responsibilities

- Responsible for equipment in DC
- Switches, Firewall, F5, Logs, Monitor, Upgrade/Patching, Migrate existing services, Proxy, Edge compute, Cloud (Private and Public), Internet, Network Management Service, Management network, Tools, Wireless LAN controllers, Authentication (ISE - Clearpass).
- Responsible for capacity and health checks.

Product Team Solution delivery

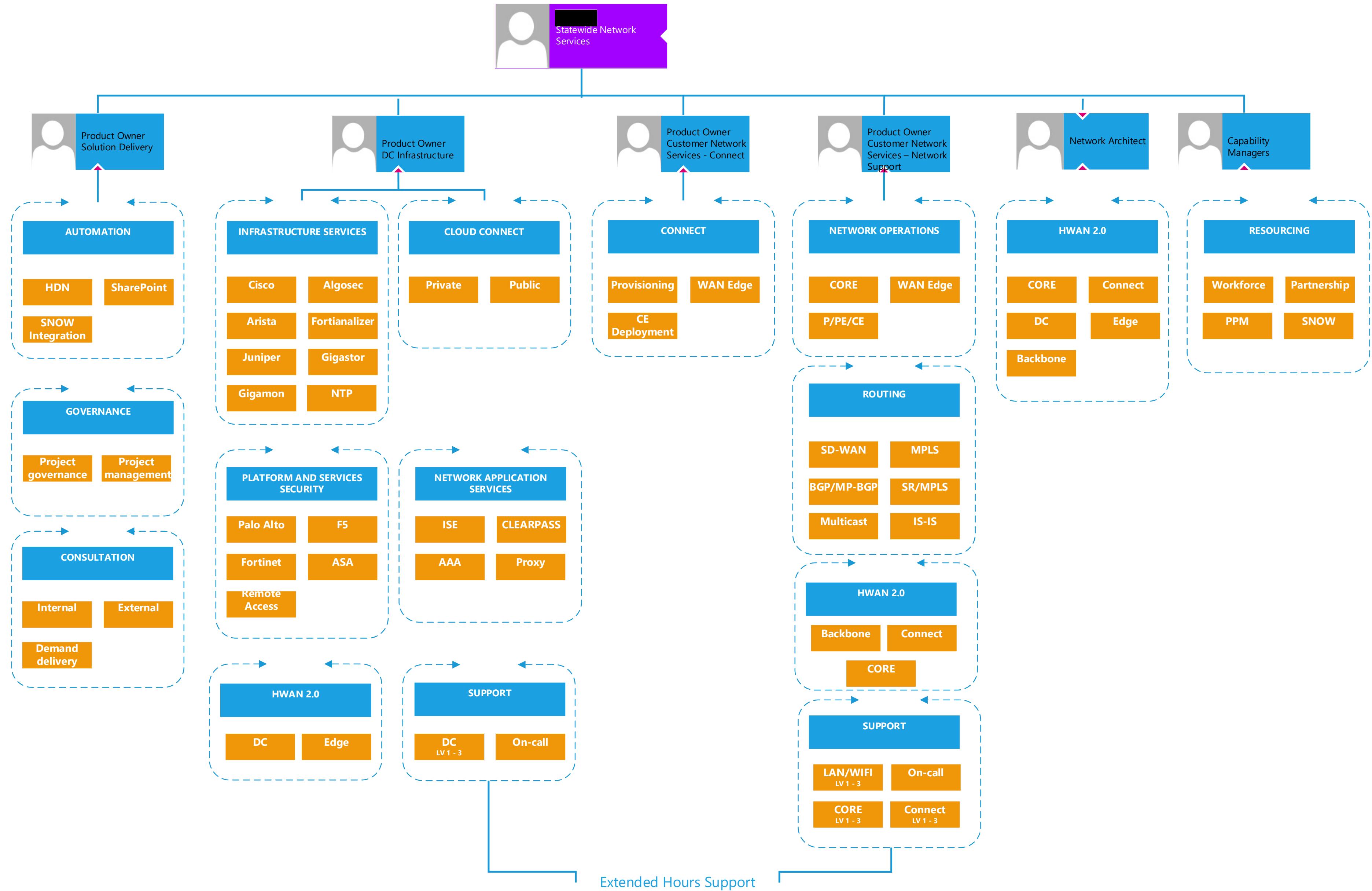
Governance



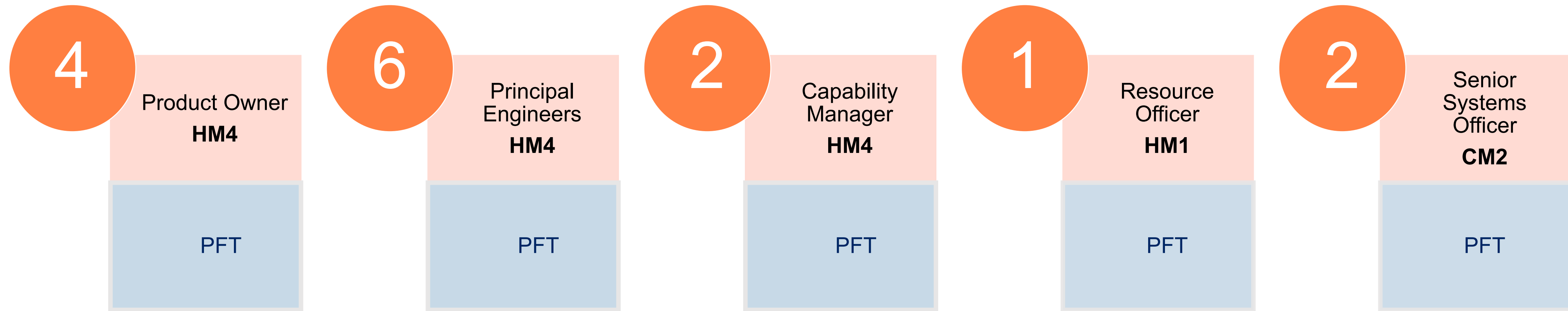
Team Responsibilities

- Provide consulting services, understand client requirements.
- Support the design, solution and implementation
- Creation of documentation, knowledge articles, service definitions, etc.
- Automation framework ownership

Product Team Structure

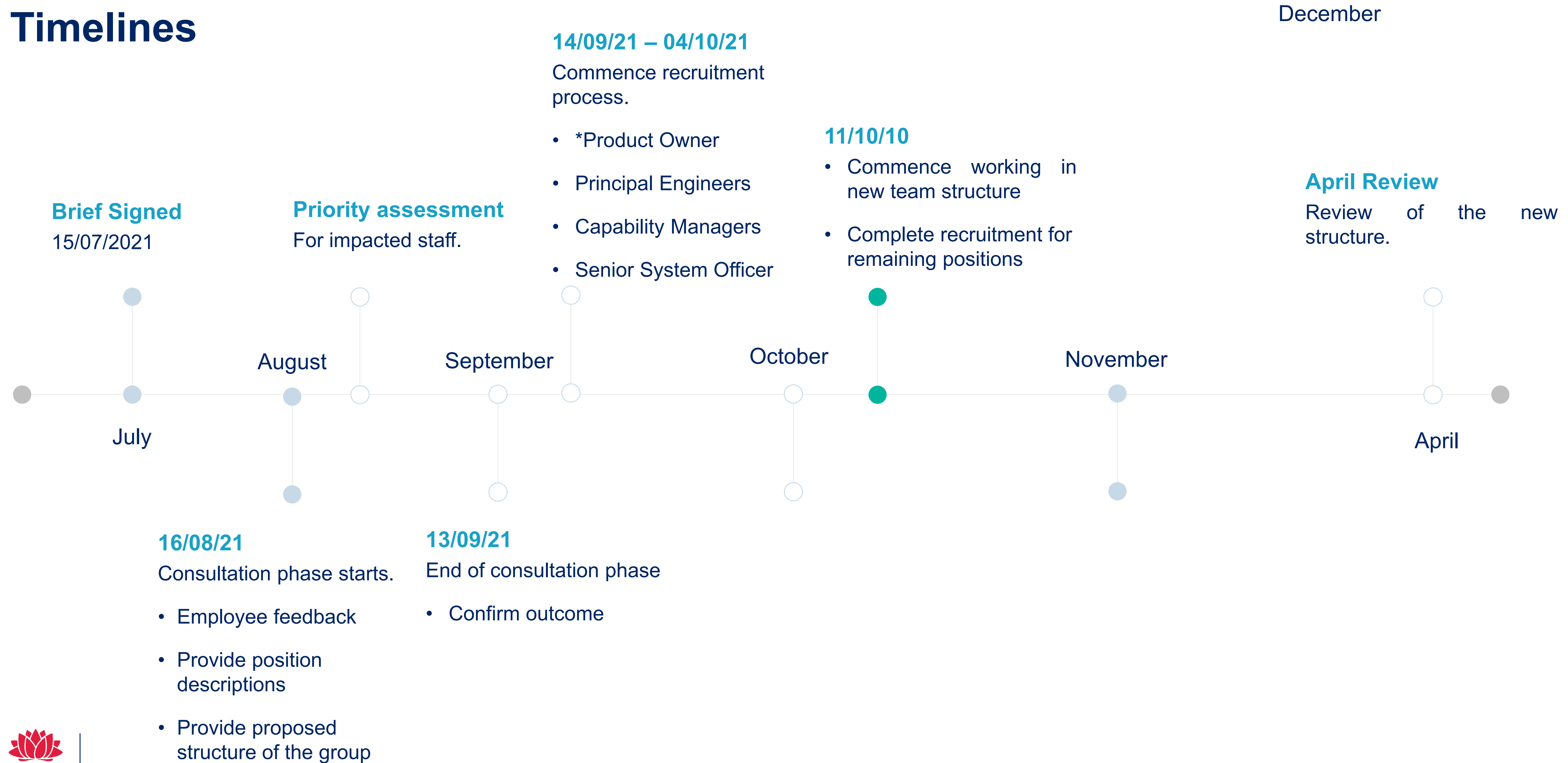


Fifteen New Positions Approved





Timelines



Recruitment – What does this all mean?

- **Direct appointments**
- **Priority Assessment**
- **Lateral transfers**
- **Internal and external recruitment**

What happens now?

- **Continue working as normal**
- **Provide feedback on the proposed changes if you wish. Please send your feedback to EHNSW-SNS-Multicast EHNSW-SNS-Multicast@health.nsw.gov.au.**
- **All information discussed in today's meeting including presentation and PDs has been uploaded to Teams. Go to General > Consultation Phase.**
- **Talk about any concerns or career opportunities with your Line Manager or HR Business Partner**

Questions



NSW
GOVERNMENT

eHealth