|  |  |
| --- | --- |
| **Award** | Health Managers (State) Award |
| **Classification/Grade** | Health Manager Level 3  |
| **Employment Status** | Full Time Exempt |
| **Location** | Chatswood |
| **Department** | Corporate Applications, Service Delivery |
| **Reports to** | Senior Manager, Infrastructure and Service Delivery |
| **Roles reporting to** | Nil |
| **Position Number** (Stafflink) | TBD |
| **Date of Approval** | February 2021 |

# Primary purpose of the role

The Technical Application Analyst- Office 365 role provides high quality SharePoint Online and related Office 365 application solutions for eHealth NSW customers, intranets, portals and collaboration spaces, that best support customer’s business requirements.

This position will also be responsible for contributing to the SharePoint technology roadmap to ensure it remains relevant, is fit-for-purpose and aligned with business goals and objectives.

**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

* Design, build, test and implement new applications and solutions utilising the Office 365 architecture as well as developing fixes and enhancements to existing applications, ensuring that meet user needs are met.
* Prepare solution designs (including SharePoint Site Information Architecture) for migration and development projects and facilitate migration of data from SharePoint on-premises/file shares to SharePoint Online.
* Encourage and support the disciplined adoption of contemporary information management practices and use of enterprise taxonomy, e.g. using metadata to describe, filter and find documents
* Create and maintain technical documentation according to governance standards (such as applications installation guides, and written work procedures and processes) as well as training material for users, specific to their solutions.
* Proactively identify business risks and opportunities to continually improve efficiencies and effectiveness, including participating in continuous improvement initiatives and actively monitoring Office 365-related technologies to promote innovation.
* Provide advice on SharePoint Online governance configuration options & capabilities to business stakeholders.
* Maintain stakeholder relationships through effective communication, negotiation and issues management to ensure deliverables are met.

# Key challenges

* Establish collaborative and influential relationships with stakeholders, customers and colleagues, to ensure easy and effective achievement of team / project / business goals.
* Effectively balance competing demands.
* Contribute to creating and maintaining a constructive workplace culture.

**Key relationships**

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, keep informed, advise and receive instructions
 |
| Work team | * Support team, work collaboratively to contribute to achieving the team’s business outcomes
* Participate in meetings to represent work group perspective and share information
* Participate in discussions and decisions regarding implementation of innovation and best practice
 |
| Clients/customers | * Resolve issues and provide solutions to problems
* Provide technological advice to improve day to day business performance
 |
| **External** |  |
| Vendors/service providers | * Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
 |

# Position Dimensions

# Number of Direct Reports: Nil Number of Indirect Reports: Nil

# Financial Delegation

# Budget ($): Nil Financial Delegation: Nil

# Essential Requirements

* Demonstrated experience in SharePoint solution development in a large and complex/diverse service industry organisation, including relevant qualifications or equivalent. This includes client-side development using SPFX, Javascript and JSON.
* Demonstrated knowledge and experience in the use and support of solutions including SharePoint Online, Microsoft Teams, Power Apps and Power Automate.
* Demonstrated experience in building modern SharePoint Intranets and migration of legacy SharePoint sites to SharePoint Online.

# Selection Criteria

* Demonstrated experience in gathering requirements and designing solutions including SharePoint Online Microsoft 365 and Power platform (Power Apps, Power Automate).
* Excellent oral and written communication skills with proven engagement, collaboration and negotiation skills and the demonstrated ability to build, maintain and use relationships with customers, vendors and stakeholders.
* Sound problem-solving skills and forward-thinking approach including the ability to analyse and interpret information, use strong written communication to prepare correspondence/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 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](file:///D%3A/Temp/XPGrpWise/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](file:///D%3A/Temp/XPGrpWise/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 | Intermediate |
|  | Communicate Effectively | Adept |
| **Commit to Customer Service** | **Intermediate** |
| Work Collaboratively | Intermediate |
| Influence and Negotiate | Intermediate |
|  | Deliver Results | Adept |
| Plan and Prioritise | Intermediate |
| **Think and Solve Problems** | **Adept** |
| Demonstrate Accountability | Intermediate |
|  | Finance | Foundational |
| Technology | Adept |
| Procurement and Contract Management | Foundational |
| **Project Management** | **Intermediate** |

| Occupation / profession specific capabilities |
| --- |
| **Capability Set** | **Category, Sub-category and Skill** | **Level and Code** |
|  |  |  |
|  |  |
|  |  |
|  |  |

## 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 | * 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**Commit to Customer Service | Intermediate | * Support a culture of quality customer service in the organisation
* Demonstrate a thorough knowledge of the services provided and relay to customers
* Identify and respond quickly to customer needs
* Consider customer service requirements and develop solutions to meet needs
* Resolve complex customer issues and needs
* Co-operate across work areas to improve outcomes for customers
 |
| **Results**Think and Solve Problems | Adept | * Research and analyse information, identify interrelationships and make recommendations based on relevant evidence
* Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options
* Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness
* Identify and share business process improvements to enhance effectiveness
 |
| **Business Enablers**Project Management | Intermediate | * Perform basic research and analysis which others will use to inform project directions
* Understand project goals, steps to be undertaken and expected outcomes
* Prepare accurate documentation to support cost or resource estimates
* Participate and contribute to reviews of progress, outcomes and future improvements
* Identify and escalate any possible variance from project plans
 |

**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.

# 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/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** |