

## POSITION DESCRIPTION

<b>Position Title:</b>	Technical Support Officer
<b>Business Unit/Department:</b>	Endpoint Management
<b>Division:</b>	Digital Technology Services (DTS)
<b>Award/Agreement:</b>	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	Grade 3 – Level 1 to Level 5 (HS3 to HS25)
<b>Reports To:</b>	DTS Deputy Director Endpoint Management - Manager
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	22 October 2025

### Position Purpose

This position is responsible for providing professional advice and support on ICT devices and infrastructure used to provide patient care. As part of this role, there is a requirement to administer endpoint management solutions to manage devices and application deployments. The incumbent must have experience in working within an ITIL (Information Technology Infrastructure Library) environment to deliver IT services. There is a necessity to work through a rotational on-call roster to provide after-hours coverage as required.

The primary responsibility of the Technical Support Officer is to manage incidents, provide solutions to problems recorded within the problem register, participate in change management activities, and provide technical solutions using consoles implemented to manage mobile devices, desktop computers and virtual endpoints. There will be a requirement to have the flexibility to work outside of normal business working hours to support after-hour activities required to maintain Western Health operations. Furthermore, there is a necessity to collaborate with other teams within the Digital Technology Services department and participate in vendor management.

The role requires the incumbent to provide technical advice and training to end users on how to efficiently use the devices and systems being implemented within the hospital environment. As part of the role, they will evaluate the ICT policies and procedures and make recommendations on improving our services to staff. The role must promote the cybersecurity measures that have been put in place to prevent any threats from impacting healthcare operations.

### Business Unit Overview

Western Health Digital Technology Services Division provides leading, innovative, vibrant, and excellent Information Communications and Technology (ICT) solutions to everyday hospital issues that enable increased productivity and effectiveness to Western Health staff and customers which will ultimately lead to improved patient care.

### Our Vision

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Purpose statement for DTS at Western Health:

- Providing a responsive and high level of Service Delivery through proactive and consultative services that are focused on the business requirements
- Establishing ICT technology as a business enabler by providing an ICT environment that supports the business environment and is agile to business change
- Alignment of business needs and user requirements to ICT value and effectiveness (*particular attention to obtaining the maximum benefits from the ICT investment*)
- DTS is responsible for ICT infrastructure, software applications, communications (voice, data and wireless) and computing services at Western Health

### Key Responsibilities

The Technical Support Officer is responsible for the following:

- Delivering first and second-level ICT support to staff for all computer hardware, software, systems and network infrastructure used to support patient care.
- Communicating with staff to ensure incidents and service requests are resolved.
- Developing written documentation and knowledge base articles to document ICT processes, reports and troubleshooting steps for staff.
- Work collaboratively with team members in resolving problems and creating knowledge base articles to enable self-service, which reduces the workload on the support teams.
- Follow technical documentation to troubleshoot and setup systems and applications.
- Manage service desk tickets, planning and prioritising systematically to resolve issues within SLA (*Service Level Agreement*) targets and ensure operational efficiency.
- Attend to escalations for critical incidents that have an impact to patient care.
- Provide technical assistance to project teams and undertake technical project roles when required
- Deliver consistently high levels of customer service while striving for a high level of first contact resolution.
- Use Cherwell Service Management application for call logging, ticket, request and incident tracking and troubleshooting
- Work with other ICT teams and vendors to help resolve customer issues to ensure they are resolved within the agreed customer service levels
- Perform other duties as requested, consistent with the classification level of the position
- Provide support across Apple iOS, Android, and MDM platforms, and work closely with Clinical application support
- Provide frontline support operations with a focus on first and second-level support for Microsoft 365, Intune, Windows Autopilot, Endpoint Manager, and collaboration tools such as Teams and OneDrive.
- Proficient understanding of the nurse call systems and ability to support the associated hardware
- Responsible for providing support for Capsa Carts Trio series in clinical areas, including regular maintenance, hardware troubleshooting and peripheral replacements (e.g., power supplies, Honeywell scanners, Advantech AIO POC terminals)
- Testing, auditing and maintenance of Onyx batteries, including routine testing and maintenance using the Orion program application. Conduct scheduled maintenance audits of Onyx batteries and U-Power systems in alignment with manufacturer's operational guidelines
- Troubleshoot and resolve issues related to the YSoft printing solutions, including the configuration of YSOFT workflows
- Provide support for RightFax systems, including troubleshooting and integration with existing clinical systems to enable secure fax communication
- Support IPTV and Content Management Systems, with a focus on hands-on troubleshooting and maintenance of the Triple Play system
- Troubleshoot IGEL OS issues, managing thin client configurations and customizing workflows to meet clinical requirements. Design and deploy tailored IGEL profiles and policies to optimize device behaviour, performance, and integration with clinical applications and systems

### Special Requirements

- The incumbent will be required to work on a rotating roster based upon the requirements of the organisation. This position may be required to work outside normal business hours
- The position may require you to work at any of the Western Health sites

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- There may be a requirement to assist the Service Desk in taking phone calls when required

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

## Key Working Relationships

### Internal:

- Western Health's DTS Senior Leadership Team and DTS Team Members
- Other Western Health stakeholders, strategic partners, community participants, and/or contractors including Government Department representatives
- Other Western Health employees and/or guests who may seek advice with regards to Western Health ICT environment from time to time

### External:

- Vendors of hardware, software or ICT related services, including outsourced services
- Melbourne Health Shared Services teams and Health Shared Services teams

## Selection Criteria

### Qualifications:

- A relevant tertiary qualification and extensive relevant experience or an equivalent combination of relevant experience and/or education or training.

### Essential:

- Proven experience in an ICT Desktop, Operations, Device and Service Desk environment with the ability to troubleshoot complex technical problems, effectively manage client complaints and improve IT services
- 1+ years' exposure in one or more of the following Electronic Management Record (*EMR*) applications:
  - Epic
  - Cerner
  - McKesson
  - Meditech
- Excellent written and verbal communication skills, including the ability to explain technical concepts to non-technical users. The ability to deal effectively and develop personal credibility with IT staff, senior management, clinicians, and other customers. The ability to prepare documentation and reports. Demonstrated capacity for interpersonal understanding to actively listen and understand others' thoughts, feelings and concerns
- Be a team player with a positive attitude and build and maintain productive working relationships with a diverse range of internal and external stakeholders. Demonstrated ability to work collaboratively and cooperatively in teams across an organisation to deliver shared goals
- A high level of initiative, including the ability to formulate, develop and implement new ideas. Demonstrate personal drive and integrity by accepting personal responsibility for completion of work and exhibit effective prioritisation and time management skills to deliver agreed outcomes within set timeframes
- Demonstrated ability to independently identify and analyse client needs and problems and articulate solutions appropriate to the client's role and level of technical understanding
- Demonstrated IT analysis, problem-solving and resolution skills; Technical skills required include substantial experience in service desk/desktop technologies including not limited to all the following:
  - ITSM Toolset (i.e. Cherwell)
  - Hardware/operating system/application troubleshooting and support
  - Active Directory, DNS, DHCP, email, TCP/IP networking and web services
  - Microsoft Windows 10/11 installation, configuration, maintenance, and troubleshooting
  - Apple iOS and Android
  - Installation, support and maintenance of print/copy/scan related technologies including the ability to create printer workflows
  - Microsoft 365, Intune, Windows Autopilot, Endpoint Manager, and collaboration tools such as Teams and OneDrive.

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- IGEL OS issues, managing thin client configurations and customizing workflows to meet clinical requirements.
- IPTV and Content Management Systems, with a focus on hands-on troubleshooting and maintenance of the Triple Play systems
- Nurse call systems and the associated hardware troubleshooting and support.
- RightFax systems including integration with existing clinical systems to enable secure fax communication
- Audio/Video/Communication (PABX) technologies
- Current licensed car driver valid in the State of Victoria

**Desirable**

- Experience in IT service delivery in a health environment (*i.e. Acute Health Services*)
- A qualification in IT Service Management, and/or previous experience using an IT Service Management technique/tools in business operations
- A qualification in recognised project management methodology, and/or experience using a recognised project management methodology/tools in business operations

**Skills Framework for the Information Age (SFIA)**

**Service Level Management - SLMO (SFIA skill level 3):**

- Monitors service delivery performance metrics and liaises with managers and stakeholders to help them plan for a deterioration in service and/or breaches of service level agreements.

**Application Support – ASUP (SFIA skill level 3):**

- Follows agreed procedures to identify and resolve issues with applications.
- Uses application management software and tools to collect agreed performance statistics.
- Carries out agreed applications maintenance tasks.

**Incident Management – USUP (SFIA skill level 3):**

- Prioritises and diagnoses incidents applying agreed procedures and tools.
- Investigates causes of incidents and seeks resolution.
- Escalates unresolved incidents to higher levels or specialist teams. Coordinates with stakeholders to ensure timely resolution.
- Facilitates recovery, following resolution of incidents. Documents, communicates outcomes and closes resolved incidents.

**Infrastructure Operations – ITOP (SFIA skill level 2):**

- Executes operational procedures, runs automation scripts and performs routine maintenance, installation and monitoring of infrastructure components.
- Adjusts automation tasks as instructed to meet operational standards.
- Reports on infrastructure performance and security events, addressing issues directly when possible or escalating them to others for resolution.

**Network Support – NTAS (SFIA skill level 2):**

- Assists in the operational configuration of network components and the investigation and resolution of network problems.
- Assists in the implementation of basic scripting and automation tools to streamline network support tasks.
- Assists with specified maintenance procedures and follows established safety, security and quality standards.
- Provides first-line support and guidance to network users, escalating issues as necessary.

**Customer Service support – CSMG (SFIA skill level 3):**

- Acts as a routine contact point for customers, handling a wide range of inquiries and service requests.
- Performs initial investigation and diagnosis of customer issues, resolving them where possible or escalating as needed.
- Contributes to the development of service standards and procedures.

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- Assists in analysing service performance data and identifying areas for improvement.

#### **Stakeholder relationship management – RLMT (SFIA skill level 4)**

- Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information.
- Implements stakeholder engagement/communications plans.
- Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.
- Helps develop and enhance customer and stakeholder relationships.

#### **Additional Requirements**

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

#### **General Information**

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

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*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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