

POSITION DESCRIPTION

Position Title:	Incident & Problem Manager
Business Unit/Department:	Service Management Office (SMO)
Division:	Digital Technology Services (DTS)
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 3 – Level 1 to Level 5 (HS3 to HS25)
Reports To:	Senior Manager - Service Management Office
Direct Reports:	N/A
Date Prepared/Updated:	16 February 2026

Position Purpose

This position is responsible for overseeing and managing the Incident and Problem Management processes within Digital Technology Services (DTS).

The role ensures that all P1 Major Incidents are managed in line with the approved Major Incident Management process.

Where appropriate, the Incident Manager may nominate a P2 incident to be managed under the Major Incident Management process based on impact, visibility, or risk to hospital operations.

When a P1 Major Incident is declared, or a P2 is nominated to be managed under the Major Incident Management process, this role is responsible for:

- Confirming the Major Incident
- Creating and Initiating the Major Incident Bridge / War Room (via MS Teams)
- Posting the Bridge details in the DTS-Major-Incident Slack channel
- Ensuring the correct technical teams attend the Bridge
- Leading and coordinating the incident response until service is restored

The Incident & Problem Manager is accountable for driving communication during a Major Incident, including:

- Updating Slack channels
- Ensuring StatusPage is updated in accordance with the Major Incident Management Process
- Sending business email notifications within required timeframes
- Ensuring SMS notifications (where required) are sent
- Coordinating DHHS notifications where applicable
- Confirming Code Yellow alignment where required

This role ensures that:

- All related incidents are linked to the P1 or P2 Major Incident
- Escalations occur if response time exceeds 15 minutes

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- Appropriate resolver teams and vendors are engaged • Emergency changes are coordinated where required

Following service restoration, this role ensures:

- Communications are sent confirming restoration
- A Post Incident Review (PIR) is completed within required timeframes
- A Problem ticket is raised where root cause is unknown
- Lessons learned are documented and tracked

This role does not perform routine Service Desk resolution work. Instead, it coordinates, escalates, and oversees incident management to ensure timely restoration of critical hospital services.

Flexibility to work across Western Health sites and outside normal business hours is required, including participation in after-hours Major Incident escalation as defined in the MIM process.

Business Unit Overview

Western Health Digital Technology Services (DTS) provides leading, innovative, vibrant, and excellent digital 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. Service restoration priorities are aligned to clinical risk, patient safety impact, and regulatory obligations including privacy, auditability, and controlled change management in a healthcare environment.

Purpose statement for Digital Technology Services 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 a digital enabled environment that supports the business environment and is agile to business change
- Alignment of business needs and user requirements to DTS value and effectiveness (particular attention to obtaining the maximum benefits from the DTS investment)
- Digital Technology Services is responsible for DTS infrastructure, software applications, communications (voice, data and wireless) and computing services at Western Health

Key Responsibilities

The Incident & Problem Manager is responsible for:

Major Incident Management (P1 and nominated P2 incidents)

- Confirm whether an incident meets the criteria for a P1 Major Incident and determine whether a P2 incident should be escalated and managed under the Major Incident Management process.
- Take full ownership and accountability of the Major Incident once declared and manage it through to restoration and closure.
- Create and initiate the Major Incident Bridge / War Room.
- Post Bridge details in the DTS Major Incident Slack channel.
- Ensure appropriate technical teams and vendors attend the Bridge.
- Escalate to DTS Management if resolver teams or vendors do not respond within 15 minutes.
- Ensure all related incidents are linked to the P1 / P2 MI as child tickets.
- Ensure StatusPage is updated in accordance with the Major Incident Management process.
- Ensure initial email communication is sent within required timeframes.
- Ensure IVR updates are completed.
- Send notifications where required.
- Notify DHHS where required (Critical Clinical / Cyber incidents).
- Provide regular updates (every 30 minutes for P1 / P2 MIs unless otherwise agreed).
- Confirm services are restored and communicate restoration to stakeholders.
- Ensure Code Yellow coordination where required.
- Stand down Code Yellow once confirmed resolved.

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Incident Management (Non-Major)

- Monitor high priority incidents (P2).
- Escalate where SLA risk is identified.
- Ensure correct classification and prioritisation.
- Monitor aged incidents and ensure action plans are in place.
- Support Service Desk and resolver teams with escalations.
- Ensure compliance with the Incident Management process.

Problem Management

- Raise Problem records for recurring or high-impact incidents.
- Ensure root cause analysis is completed.
- Track and monitor actions from Problem records.
- Maintain the Known Error Database (KEDB).
- Ensure permanent fixes are tracked and implemented.
- Ensure Problems are linked to related Incidents and Changes.
- Monitor and report on trends and identify repeat failures.

Post Incident Reviews (PIR)

- Ensure PIRs are scheduled and completed within 72 hours.
- Ensure lessons learned are documented.
- Ensure corrective actions are assigned and tracked.
- Present PIR summaries to DTS Leadership if required.

Communication & Coordination

- Act as escalation point during Major Incidents.
- Coordinate between Service Desk, Technical Teams, Vendors and Leadership.
- Ensure communications are clear, timely and accurate.
- Maintain professional communication during high-pressure events.
- Provide training on the Incident & Problem Management Processes.
- Maintain the Incident Management training Module in WeLearn.

Special Requirements:

This position participates in the Major Incident escalation model, including:

- Business hours Incident Manager coverage
- Escalated support after-hours
- Participation in fatigue management handover where required

Flexibility to work across Western Health sites and outside standard business hours is 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:

- DTS Divisional Director and Director
- DTS Deputy Director
- DTS Senior Management Team
- DTS Service Desk Team
- DTS Technical Resolver Teams (Endpoint Mgt, Apps, Infra, Network/UC, Cyber)
- Digital Health / Clinical Systems functional support teams
- AHAs & Switchboard (for Code Yellow & MI coordination)

External:

- Vendors and Managed Service Providers (MSPs)
- DHHS (for critical incident MI notifications)
- HTS - Health Technology Services

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- Melbourne Health Shared Services

Selection Criteria

Qualifications:

- A relevant tertiary qualification and extensive relevant experience or an equivalent combination of relevant experience in IT Service Management (ITSM).

Essential (*STAR/SMART method selection criteria*):

- Demonstrated experience managing Major Incidents (P1 / P2) in a structured IT environment.
- Experience leading incident Bridges / War Rooms.
- Strong understanding of Incident and Problem Management processes.
- Experience using an ITSM tool (e.g., Cherwell, ServiceNow).
- Experience coordinating technical teams and vendors during service outages.
- Ability to remain calm and lead effectively during high-pressure situations. A calm demeanour under pressure is an essential skill for this role. In times of high pressure, colleagues will look to you to identify their role in service restoration activities.
- Strong written and verbal communication skills.
- Ability to prepare reports and present incident summaries and statistics upon request.
- Experience monitoring SLA performance and aged tickets.
- Ability to work independently and make decisions during escalations.
- Availability to participate in after-hours Major Incident escalation.
- Experience developing and managing customer relationships
- Experience with Proactive Problem detection and management of Major Incidents (P1).
- Experience of using various techniques to identify the root cause of problems such as Kepner-Tregoe, Ishikawa and Pain Value Analysis.
- The ability to deal effectively and develop personal credibility with DTS staff, management, senior management, clinicians, and other customers.
- The ability to prepare documentation and reports frequently and upon request, incl. monthly SMO reports.
- Be a team player with a positive can-do attitude, 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 & time management skills to deliver agreed outcomes within set timeframes.
- Demonstrated ability to work effectively with minimum supervision, be flexible and possess an ability to work in a changing service environment.
- Demonstrated understanding of enterprise ICT environments including infrastructure, cloud services, applications, networking and cybersecurity, with the ability to coordinate technical teams during service outages.
- Current licensed car driver valid in the State of Victoria
- Available to work outside normal operating hours and weekends

Desirable:

- Experience in healthcare or hospital ICT environments
- ITIL Foundation certification minimum
- Experience managing Code Yellow or business continuity related ICT incidents.

Skills Framework for the Information Age (SFIA)

Service Level Management (SFIA skill level 6):

- Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.

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- Ensures that a catalogue of available services is maintained and that service level agreements are complete and cost effective.
- Ensures that operational methods, procedures, facilities and tools are established, reviewed and maintained.
- Negotiates with relevant parties in respect of disruptions and major amendments to the provision of services.
- Reviews service delivery to ensure that agreed targets are met. Prepares proposals to meet forecast changes in the level or type of service.

Problem Management (SFIA skill level 5):

- Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.
- Ensures that such problems are fully documented within the relevant reporting system(s).
- Coordinates the implementation of agreed remedies and preventative measures.
- Analyses patterns and trends

Incident Management (SFIA skill level 5):

- Develops, maintains and tests incident management procedures in agreement with service owners.
- Investigates escalated, non-routine and high-impact incidents to responsible service owners and seeks resolution.
- Facilitates recovery, following resolution of incidents.
- Ensures that resolved incidents are properly documented and closed.
- Analyses cause of incidents and informs service owners to minimise probability of recurrence and contribute to service improvement.
- Analyses metrics and reports on performance of incident management process.

Customer Service support (SFIA skill level 4):

- Monitors service delivery channels (human, digital, self-service, automated) and collects performance data.
- Assists with the specification, development, research and evaluation of services standards.
- Applies these standards to resolve or escalate issues and gives technical briefings to staff members.

Creativity (SFIA skill level 5):

- Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder.

Communication Skills (SFIA skill level 6):

- Communicates authoritatively at all levels across the organisation to both technical and nontechnical audiences articulating business objectives.

Collaboration (SFIA skill level 5):

- Leads on user/customer and group collaboration throughout all stages of work.
- Ensures users' needs are met consistently through each work stage.
- Builds appropriate and effective business relationships across the organisation and with customers, suppliers and partners.
- Creates and supports collaborative ways of working across group/area of responsibility.
- Facilitates collaboration between stakeholders who have diverse objectives.

Influence (SFIA skill level 5):

- Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism.

Decision Making (SFIA skill level 6):

- Makes decisions which impact the work of employing organisation's achievement of organisational objectives and financial performance.

Problem Solving Skills (SFIA skill level 5):

- Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements.

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Planning (SFIA skill level 5):

- Plans, schedules and monitors work to meet given objectives and processes to time and quality targets.

Leadership (SFIA skill level 5):

- Demonstrates leadership in operational management.
- Analyses requirements and advises on scope and options for continuous operational improvement.
- Contributes to the security and ethics culture of the organisation and proactively ensures implementation in area of responsibility.
- Assesses and evaluates risk.
- Takes all requirements into account when making proposals. Coaches and mentors colleagues in area of responsibility.

Execution Performance (SFIA skill level 6):

- Promotes compliance with relevant legislation and the need for services, products and working practices to provide equal access and equal opportunity to people with diverse abilities.
- Identifies and endorses opportunities to adopt new technologies and digital services.

Learning & Professional Development (SFIA skill level 4):

- Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others.
- Rapidly absorbs and critically assesses new information and applies it effectively.
- Maintains an awareness of developing practices and their application and takes responsibility for driving own development.
- Takes the initiative in identifying and negotiating their own and supporting team members appropriate development opportunities.

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 the course of 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

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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

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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