

## POSITION DESCRIPTION

<b>Position Title:</b>	DTS Applications Support Coordinator
<b>Business Unit/Department:</b>	DTS Applications
<b>Division:</b>	DTS Services
<b>Award/Agreement:</b>	VPS Health and Allied, Managers and Administration Officers
<b>Classification:</b>	HS 3
<b>Reports To:</b>	Team Lead: DTS Applications Deputy Director DTS
<b>Direct Reports:</b>	N.A.
<b>Date Prepared/Updated:</b>	4 April 2025

### Position Purpose

The DTS Applications Support Coordinator has the responsibility of delivering application, technical and functional support to applications and systems provisioned at Western Health. In addition, this role assists with the implementation of new systems within the WH DTS environment, in particular Microsoft 365 applications.

The role of the DTS Applications is to guide end-users and mentor peers on how to extract the best value from Western Health's portfolio of applications. In addition, the DTS Applications Administrator is to facilitate appropriate sharing of information between applications or consumers of data using standard-based frameworks. The role acts as a key conduit between various technical teams, vendors, service providers, and end-users, considering how users can understand and maximise the value that can be obtained from technology (DTS). This role requires flexibility to work under broad direction with minimal supervision.

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Business Unit Overview
<p>Western Health Information Communications and Technology Services Division provides leading, innovative, vibrant, and excellent Information Communications and Technology (DTS) 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.</p> <p>The purpose statement for DTS Services at Western Health:</p> <ul style="list-style-type: none"> <li>• Providing a responsive and high level of Service Delivery through proactive and consultative services that are focused on the business requirements.</li> <li>• Establishing DTS technology as a business enabler by providing a DTS environment that supports the business environment and is agile to business change.</li> <li>• Alignment of business needs and user requirements to DTS value and effectiveness (<i>particular attention to obtaining the maximum benefits from the DTS investment</i>)</li> <li>• DTS services are responsible for DTS infrastructure, software applications, communications (<i>voice, data, and wireless</i>), and computing services at Western Health</li> </ul>
Key Responsibilities
<p><b>The DTS Applications Support Coordinator is responsible for the following:</b></p> <ul style="list-style-type: none"> <li>• Provide proactive technical and functional support for applications and systems.</li> <li>• Provide specialist skills in supporting and troubleshooting problems and emergencies installing, configuring, testing, maintaining and administering new and upgraded applications.</li> <li>• Prepare and maintain procedures and documentation for systems inventory, and recording diagnosis and resolution of systems faults, enhancements, installations and modifications to systems, and maintenance instructions. Ensure application documentation is concise, current and accurate.</li> <li>• Work with other engineers, systems analysts, technicians, and top-level managers to analyse, develop, interpret and evaluate system design and architecture specifications data models and diagrams in the development, configuration, integration and evaluation of systems.</li> <li>• Develop and write procedures for installation, use, and troubleshooting of software.</li> <li>• Train DTS operations staff in use of equipment and provide tools to enhance their role.</li> <li>• Work collaboratively with WH's Cybersecurity Team and participate in and maintain awareness of WH cybersecurity initiatives and their implications for the Applications Team.</li> <li>• Participation in the On-call roster to provide after hour coverage if required.</li> <li>• Ongoing application capacity configuration, monitoring, planning and deployment.</li> <li>• Applications administration, release management and life cycle management. This includes product planning and working with the Test Coordinator, business units, users and vendors to determine appropriate functionality for the organisation.</li> <li>• Use relevant communication channels to foster informed application use by end-users and proactively reduce support incidents.</li> <li>• Coordination and communication of the progress and completion of all identified technical projects related to applications.</li> <li>• Ensure WH infrastructure is in place to support the application.</li> <li>• Testing includes test planning and operational readiness testing when required.</li> <li>• Provide incident resolution delivery following ITIL guidelines; Specific areas covered include incident triage, functional improvements, coordination and maintenance of release testing, and problem management.</li> <li>• Consult and advise with departments and areas to improve application use and efficiencies, including the configuration of the applications and setup of smart forms. This includes mapping out the workflow associated with the smart form/application to better capture requirements and avoid rework.</li> <li>• Perform other duties as requested, consistent with the classification level of the position.</li> </ul> <p><b>Special Requirements</b></p> <ul style="list-style-type: none"> <li>• The incumbent will be required to work on a rotating roster based upon the requirements of the organisation. This position will also require you to work outside normal business hours.</li> </ul> <p>In addition to the key responsibilities specific to your role, you are required to deliver on the <a href="#">Key Organisational Accountabilities</a> which are aligned with the Western Health strategic aims.</p>

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<b>Key Working Relationships</b>
<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Western Health's DTS Senior Leadership Team and DTS Team Members</li> <li>• Western Health's Digital Health Project and Operations teams</li> <li>• Other Western Health stakeholders, strategic partners, community participants, and/or contractors including Government Department representatives.</li> <li>• Other Western Health employees and/or guests who may seek advice with regards to the Western Health DTS environment from time to time</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Vendors of hardware, software, or DTS related services, including outsourced services</li> <li>• Melbourne Health Shared Services teams and Health Technology Services Victoria teams</li> </ul>
<b>Selection Criteria</b>
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• A relevant tertiary qualification and extensive relevant experience or an equivalent combination of relevant experience and/or education or training.</li> </ul> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Proven experience in dealing with applications related to service requests, incidents, and problems with the ability to troubleshoot complex technical problems, effectively manage client issues, and improve ICT services.</li> <li>• Proven experience in application testing, documentation, implementing of change/release in a controlled manner to improve functionality, performance, or stability.</li> <li>• Practical experience of employing a diverse range of troubleshooting skills from database, network, server, log file analysis, or application-specific knowledge to isolate the root cause(s) of application incidents or problems.</li> <li>• 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.</li> <li>• A high level of initiative, including the ability to formulate, develop, and implement new ideas.</li> <li>• 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 technical staff, senior management, clinicians, and other customers. The ability to prepare documentation and reports. Demonstrated capacity for interpersonal understanding to actively listen to understand others' thoughts, feelings, and concerns.</li> <li>• 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.</li> <li>• Demonstrate personal drive and integrity by accepting personal responsibility for completion of work and exhibit effective prioritization and time management skills to deliver agreed outcomes within set timeframes.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience in IT service delivery in a large complex health environment (<i>i.e.</i>, <i>Acute Health Services</i>)</li> <li>• Extensive knowledge of core collaboration services in M365, including SharePoint Online, MS Teams, and OneDrive.</li> <li>• A qualification or experience in IT Service Management methodology/Tools Is in business operations</li> <li>• A qualification in a recognized project management methodology, and/or experience using a recognized project management methodology/tools in business operations.</li> <li>• Valid car driver license in the State of Victoria</li> <li>• Exposure to modern applications architecture and cloud computing</li> </ul>
<b>Skills Framework for the Information Age (SFIA)</b>
<p><b>Service Level Management - SLMO (SFIA skill level 5):</b></p> <ul style="list-style-type: none"> <li>• Ensures that service delivery meets agreed service levels.</li> <li>• Creates and maintains a catalogue of available services.</li> </ul>

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- In consultation with the customer negotiates service level requirements and agreed service levels.
- Diagnoses service delivery problems and initiate actions to maintain or improve levels of service.
- Establishes and maintains operational methods, procedures, and facilities in assigned areas of responsibility and reviews them regularly for effectiveness and efficiency.

#### **Application Support – ASUP (SFIA skill level 4):**

- Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures.
- Uses application management software and tools to investigate issues, collect performance statistics and create reports.

#### **Systems design: DESN (SFIA skill level 3)**

- Follows standard approaches and established design patterns to create new designs for simple systems or system components.
- Identifies and resolves minor design issues.
- Identifies alternative design options and seeks guidance when deviating from established design patterns.

#### **Systems integration (Level 3)**

- Defines the modules and components and dependencies needed for an integration build and produces a build definition.
- Accepts completed modules and components, checking that they meet defined criteria. Produces builds from system components for loading onto target environments.
- Configures the hardware, software and infrastructure environment as required by the system being integrated.
- Produces integration test specifications, conducts tests and records and reports on outcomes. Diagnoses faults and documents the results of tests. Produces system integration reports.

#### **Incident Management – USUP (SFIA skill level 4):**

- Monitors and manages incident queues to ensure incidents are handled according to procedures and service levels.
- Contributes to developing, testing and improving incident management procedures. Uses analytics tools to track trends.
- Ensures resolved incidents are properly documented and closed.
- Supports team members in the correct use of the incident process.

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

### **Other**

#### **Communication:**

- Builds respectful and collaborative relationships with internal and external stakeholders. Adapts style to communicate and influence effectively including the ability to explain technical concepts to non-technical users. Collaborates across teams by developing an internal network to achieve day-to-day work.
- Organisational skills and attention to detail  
Demonstrates energy and an appropriate sense of urgency towards achieving team goals and individual deadlines. Plans and manages own activities and resources effectively and efficiently. Collaborates on work appropriately across the team and leverages available resources to achieve high-performance standards. Quickly identifies barriers that may impact delivery and manages or escalates appropriately. Ensures close attention to detail in work and checks and balances are in place to ensure accuracy.

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<b>Additional Requirements</b>
<p><b>All employees are required to:</b></p> <ul style="list-style-type: none"> <li>• Obtain a police / criminal history check prior to employment.</li> <li>• Obtain a working with children check prior to employment (if requested)</li> <li>• Obtain an Immunisation Health Clearance prior to employment.</li> <li>• Report to management any criminal charges or convictions you receive during the course of your employment.</li> <li>• Comply with relevant Western Health clinical and administrative policies and guidelines.</li> <li>• Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.</li> <li>• 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.</li> <li>• 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</li> <li>• Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Public Records Act 1973, Fair Work Act 2009 (as amended), the Privacy and Data Protection Act 2014 and responsibilities under s141 Health Services Act with regard to the sharing of health information</li> <li>• Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.</li> </ul>

<b>General Information</b>
<ul style="list-style-type: none"> <li>• Redeployment to other services or sites within Western Health may be required.</li> <li>• Employment terms and conditions are provided according to relevant award/agreement.</li> <li>• Western Health is an equal opportunity employer and is committed to providing for its employees a work environment that is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.</li> <li>• 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.</li> <li>• Western Health is a smoke-free environment.</li> </ul>

*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: [Click here to enter the Employee's name.](#)

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

Date: [Click here to enter a date.](#)

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