

POSITION DESCRIPTION

Position Title:	Technology Analyst
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/Agreement:	Health Allied & Managers & Admin Workers Enterprise Agreement
Classification:	HS5
Reports To:	Technology Manager
Direct Reports:	N/A
Date Prepared/Updated:	2 October 2025

Position Purpose

Digital Health is responsible for delivering and supporting a broad range of digital clinical programs across Western Health (WH). As part of this program of works, there are many different types of technology that will be integrated with the Electronic Medical Record (EMR) to provide near real time information to WH clinicians using the EMR.

The Digital Health Technology Analyst will be responsible for providing functional and technical support for a range of current and future solutions within the WH EMR environment to support the use of EMR technology such as DCW's, printers, WOW's, workstations, iGel, Mobility etc.

At a high level, the Digital Health Technology Analyst will be responsible and accountable for:

- Working with the Project teams and Digital Technology Services to implement, document and provide education for the technology relating to the Digital Health program.
- Respond to requests for information about technology and its integration with the EMR
- Undertake equipment investigation relating to new solutions, equipment failures, breakdowns
- Undertake continual technical and EMR training to provide service and support for the more complex technology solutions employed within Digital Health.
- Ensure that expected standards or service provision are met or exceed

This position description is a full time, permanent position scheduled to commence in early 2026.

Business Unit Overview

Our workforce of over 11,000 employees are driven by our values of 'Compassion, Accountability, Respect, Excellence and Safety' (CARES). We value our people and provide them the opportunity to grow and develop. Our teams are friendly and supportive, ensuring we deliver a safe, person-centred and connected patient experience.

The Western Health (WH) services comprise of four acute public hospitals: Footscray Hospital, Sunshine Hospital (including Joan Kirner Women's and Children's), Williamstown Hospital and Bacchus Marsh &

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Melton Hospital. We also operate Sunbury Day Hospital, Hazeldean, Grant Lodge Residential Aged Care, as well as community health centres in Melton, Caroline Springs and Bacchus Marsh and a range of community-based services. We care for a diverse community of more than 1 million people with complex care needs ranging from Neonates to Geriatric.

The Western Health Digital Health Department manages the organisations clinical applications including the Electronic Medical Record (EMR). The EMR Phase 2.1 project, the largest digital health project ever implemented by the organisation, is currently underway, with Go-Live planned for 2023. This phase will greatly expand the functionality across Oncology, Women's and Children's, Emergency Department, Outpatient Services, Perioperative and Intensive Care, giving clinicians' easier access to information across the whole patient journey.

The Digital Health Capital Infrastructure team focuses on delivering complete, well-integrated solutions that deliver safe and effective patient care, reduced clinical risk and streamlined workflows providing staff and patient satisfaction and most importantly, Best Care for patients. This includes the exciting digital expansion associated with Western Health's considerable capital development growth ensuring families receive outstanding patient care closer to home.

A key project lead by the Digital Health Capital Infrastructure Team is the Bacchus Marsh and Melton (BMM) Transition Project supports the voluntary amalgamation of Western Health with Bacchus Marsh and Melton, and will see the alignment of 27 clinical applications and greatly expand the digital footprint at BMM by extending the Western Health EMR to BMM, ensuring continuity and ongoing delivery of high-quality care to the growing community in Melbourne's west.

Other notable Western Health capital projects include, but not limited to:

- Mental Health Transition - The Victorian Government announced the Mental Health Beds Expansion Project delivering 52 acute mental health beds at Sunshine Hospital
- New Footscray Hospital - The Victorian Government is investing up to \$1.5 billion to deliver a new 504 bed Footscray Hospital, the largest health infrastructure investment in the state.
- Point Cook Community Hospital - The Victorian Government is committed to building a new Point Cook Community Hospital proving a range of day hospital and primary healthcare services.
- Melton Hospital – The Victorian Government has committed more than \$900 million to deliver a new Melton Hospital, which will transform Melbourne's booming outer west.

Key Responsibilities

Technical Skills

- Provide Technical Leadership through guidance, education and support for technical and clinical staff. Develop procedures associated with IT equipment that interfaces with the Oracle Health EMR.
- Provide technical consultation and advice to Administrative, Nursing and Medical staff regarding the adoption of new technology and clinical workflows developed as a result of active projects.
- Research, analyse, evaluate and monitor EMR Technology Devices through a variety of systems, ensuring that they are configured to operate at optimal performance.
- Provide specialist skills to support and troubleshoot EMR technology device problems and emergencies installing, configuring, testing, maintaining and administering new and upgraded EMR Technology devices.
- Coordinate inventory, assessments, procurement, deployment and testing for end user devices.
- Work with EMR, DTS and Biomedical Engineering to analyse, develop, interpret and evaluate system design and architecture specifications, data models and diagrams in the development, configuration, integration and evaluation of EMR devices.
- Develop and write procedures for installation, use and troubleshooting of EMR technology device hardware and software.
- Provide support to the Digital Health Operations Team when required.

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Stakeholder Engagement

- Establish and maintain close communication with the Oracle Health Team, Western Health Digital Technology Services, Western Health Biomedical Engineering, and clinical users to successfully deliver and support EMR technical devices.
- Present technical concepts in simple and understandable terms to ensure technical and non-technical audiences gain an understanding of the problem and proposed solution.
- Train EMR and clinical staff in the use of equipment and provide the tools required to enhance their role.

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:

- Digital Health Director
- Digital Health Team
- Digital Technology Services (DTS) Team
- Biomedical Engineering

External:

- Oracle Health Project team and Oracle HealthWorks team
- Other Health Agencies
- Vendors of hardware, software or EMR related services, including outsourced services

Selection Criteria

Essential

- Demonstrated experience with EMR device technologies.
- Healthcare and/or Health sector experience in a large and complex organisation.
- Demonstrated experience with Active Directory (and associated technologies) administration.
- Demonstrated experience with SSO and IDAM solutions such as Imprivata and Okta.
- Demonstrated experience in configuration and administration of EMR devices including setup and maintenance using Oracle Health support tools such as Olympus and iCommand.
- Knowledge of technologies such as Windows, Android, iOS, Printers and Medical Devices
- Knowledge of computer technologies such as desktops, laptops, thin clients and fat clients.
- Knowledge and experience with Oracle Health platforms such as Oracle Health Domains, iBUS, CareAware, 724 DTV and Mid-Tier, Skybox and Biomedical Gateways such as Philips, GE and BD Alaris gateways
- Critical thinking and strong analytical and troubleshooting skills to investigate and understand issues and implications and provide multiple solutions to address the issue whilst seeking consensus from stakeholders.
- A willingness and level of comfort to engage with clinical users to elicit information and assist with troubleshooting issues.
- Ability to use initiative to identify and solve problems autonomously where required.
- Ability to manage multiple tasks, work under pressure and deliver against tight deadlines.
- High level of attention to detail and an ability to proactively identify gaps in information and system configuration to mitigate downstream impacts and issues.
- Excellent written and verbal communication skills, with the ability to communicate effectively with stakeholders within the organization.
- Strong customer focus with an appreciation for the stresses of a clinical environment.

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- Significant experience working in Healthcare and/or Health within large and complex organisations.

Desirable

- Oracle Health Fundamentals Certification
- Experience working on technical projects within multiple sites/environments
- Demonstrated ability to determine, recommend, and ensure Technology / Devices are operating within optimal parameters and adhere to the customer satisfaction SLA's.
- Relevant tertiary qualifications and industry certifications, including ITIL

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), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- 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
- 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:

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

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Employee's Signature:

Date:

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

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