

POSITION DESCRIPTION

Position Title:	Asset & Inventory Officer – Digital Technology Services (DTS)
Business Unit/Department:	DTS Contracts & Vendors
Division:	Digital Technology Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 2 – Level 1 to Level 5 (HS2 to HS21)
Reports To:	Senior Manager – DTS Contracts & Vendors
Direct Reports:	N/A
Date Prepared/Updated:	10 August 2026

Position Purpose

Effective management of digital technology inventory forms the core of managing the delivery of ICT services to the business.

The DTS Asset & Inventory Officer (AIO) will manage, receive and dispatch digital technology goods, and track and maintain stocks levels and inventory. All inventory is to be recorded in and out of the Service Management tool.

The role is crucial in controlling and managing the flow of inventory and ensure that equipment has warranty and support periods maximised. The AIO responsibilities comprise analysing, developing and coordinating all the assigned tasks that are related to inventory control.

Reports will be required to keep a track of the stock as well as the inventory gaps and make recommendations for actions and decisions that would help DTS to maximise value to the business.

Business Unit Overview

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

Purpose statement for DTS Division at WH:

- Provide responsive and high level of Service Delivery through proactive and consultative services that are focused on the business requirements
- Establish digital technology as a business enabler by providing a digital environment that supports the business environment and is agile to business change
- Align business needs and user requirements to deliver value and effectiveness

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- DTS Division is responsible for 24/7 support of ICT infrastructure, software applications, communications (voice, data and wireless) and computing services at WH

Key Responsibilities

The DTS Asset & Inventory Officer is responsible for:

- Supervise the offloading process, the receipt of equipment, the entering of inventory data into the electronic records systems and its subsequent release for active use
- Receive and examine the goods that have been shipped and check out for the completeness of the relevant orders
- Act as the primary contact to manage the Ravenhall DTS warehouse facility
- Accountable for checking the supply invoices with the purchase orders
- Create a “warehouse” environment for the management of the inventory and coordinate the inventory and warehousing functions for all WH sites
- Establish and manage the process of issuing new equipment and receiving obsolete equipment and the updating of the electronic records
- Ensure asset data information is captured for all received goods
- Collaborate with the PMO to ensure projects adhere to the asset data capture process and that project managers submit timely and accurate asset registers as part of the project handover
- Ensure that all asset data is captured and accurately recorded into the asset database management system
- Ensure that lifecycle data is captured as part of the asset data information
- Perform stock taking when requested and regularly confirm the stock levels with designated staff members
- Review the patterns of demand for end user devices and to keep a track of supply, stock and turnover of the inventory to establish optimum holding stock
- Compile, maintain and analyse the inventory reports and develop solutions for specific problem areas in conjunction with the Service Management Analyst.
- Monitor the orders, investigate and resolve delays
- Perform data retrieval and analysis for the inventory information system
- Adhere to the inventory processes as well as the procedures of the organisation
- Manage the disposal of DT products in a sustainable way
- Additional duties as required and directed

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.

Selection Criteria

Essential:

- Qualification in inventory management or similar
- Qualification in IT systems
- Demonstrated experience in a similar role previously
- Well-developed and methodical approach to managing technical inventory
- Working knowledge of at least one electronic inventory system
- General knowledge of the IT environment in business
- Sound personal organisation, time management, documentation and administration skills
- Sound interpersonal, presentational, verbal and written communication skills
- Ability to develop positive, constructive working relationships with diverse stakeholder groups across all levels of the organisation
- Have a valid Victorian car drivers' licence as movement between campuses will be required

Desirable:

- Tertiary qualifications in relevant discipline such as logistics or supply chain
- Knowledge and understanding of project management methodologies
- Knowledge and understanding of government procurement practices

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Skills Framework for the Information Age (SFIA)

Financial management – FMIT (SFIA skill level 4):

- Monitors and maintains all required financial records for compliance and audit to all agreed requirements. Assists all other areas of IT with their financial tasks, especially in the areas of identification of process, service, project and component costs and the calculation and subsequent reduction of all IT service, project, component and process failures. Contributes to financial planning and budgeting. Collates required financial data and reports for analysis and to facilitate decision making.

Data Management – DATM (SFIA skill level 4):

- Takes responsibility for the accessibility, retrievability, security, quality, retention and ethical handling of specific subsets of data. Assesses the integrity of data from multiple sources. Provides advice on the transformation of data/information from one format or medium to another. Maintains and implements information handling procedures. Enables the availability, integrity and searchability of information through the application of formal data and metadata structures and protection measures. Manipulates specific data from information services, to satisfy defined information needs.

Business Analysis – BUAN (SFIA skill level 4):

- Investigates operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes. Assists in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems and identifies options for consideration. Works with stakeholders, to identify potential benefits and available options for consideration, and in defining acceptance tests. Contributes to selection of the business analysis methods, tools and techniques for projects; selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

Business Risk Management – BURM (SFIA skill level 4):

- Investigates and reports on hazards and potential risk events within a specific function or business area.

Quality Assurance – QUAS (SFIA skill level 3):

- Uses appropriate methods and tools in the development, maintenance, control and distribution of quality and environmental standards. Makes technical changes to quality and environmental standards according to documented procedures. Distributes new and revised standards.

Sourcing – SORC (SFIA skill level 3):

- Prepares pre-qualification questionnaires and tender invitations in response to business cases. Recognises the difference between open source and proprietary systems options. Produces detailed evaluation criteria for more complex tenders and assists in evaluation of tenders. Acts as the routine contact point between organisation and supplier. Collects and reports on supplier performance data.

Contract Management – ITCM (SFIA skill level 4):

- Sources and collects contract performance data (such as pricing and supply chain costs), and monitors performance against KPIs. Identifies and reports under-performance and develops opportunities for improvement. Monitors compliance with Terms and Conditions and take appropriate steps to address noncompliance. Pro-actively manages risk and reward mechanisms in the contract. Monitors progress against business objectives specified in the business case. Identifies where change is required, and plans for variations. In consultation with stakeholders, ensures that change management protocols are implemented.

Communication

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- 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 & attention to detail also address employee questions and issues and respond to staff feedback
- 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

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 of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005, 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

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- 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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