

POSITION DESCRIPTION

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| Position Title: | Senior Technical Business Analyst |
| Business Unit/Department: | Business and Workforce Management |
| Division: | Health Support Services |
| Award/Agreement: | Health and Allied: Admin Officers and Managers |
| Classification: | HS5 |
| Reports To: | Technical Business Analyst Lead |
| Direct Reports: | N/A |
| Date Prepared/Updated: | 10 September 2025 |

Position Purpose

This role will help mature the end-to-end technical implementation within a major transformation project, driving interoperability between internally managed services and an all-new Computerised Maintenance Management System (CMMS). You will share high-quality requirements with our external vendors and partners, reviewing protocols, and executing test scenarios to help deliver a seamless user experience. This role will also deputise for the Technical Business Analyst Lead in steering the strategic direction of the Health Support Services (HSS) Technology team, maintaining strong relationships between internal and external stakeholders to drive more intuitive ways of working together.

Business Unit Overview

Health Support Services (HSS) offers a range of functions that supports Western Health in providing the Best Care directed towards patients. HSS Technology is primarily focus on consulting and curating bespoke technical solutions for both clinical and non-clinical teams, leveraging the digital infrastructure in a way that streamlines operations between departments and functional units.

Key Responsibilities

- Take ownership of cutover activities in line with phased roll-out of key capability uplifts
- Understand application architectures to enhance touchpoints for operational delivery
- Participate and provide technical commentary and ongoing updates during agile ceremonies
- Be able to think creatively to solve real-world problems
- Establishing guardrails, and ensure data validation to maintain system integrity
- Produce technical artefacts and sequence diagrams to a high standard
- Be able to independently monitor, review, and resolve complex enquiries and issues
- Lead workshops and forums catering to both technical/non-technical audiences
- Oversee the continual improvement and formalisation of systems and processes, such as: Procurement, asset lifecycles, financial reporting, workforce management, legacy workloads, etc.

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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:

- HSS Technology Team
- HSS Divisional Director
- HSS Operations Manager
- HSS Director of Engineering
- HSS Managers
- HSS Team Leaders and Supervisors
- HSS Administrators
- Organisational Health and Safety
- Public Affairs
- Employee Relations
- Digital Technology Services
- Leadership across Western Health

External:

- Melbourne Health
- Health Services Victoria (HSV)
- Department of Health (VIC)
- Service Providers
- Vendors

Selection Criteria

Essential

- Experience in successfully designing, planning, and implementing business and systemic change
- Demonstrates the ability and aptitude for problem-solving within complex working environments
- Sound understanding of architectural and process design, review and change
- Confident and clear communicator, not hesitant to raise concerns or find creative workarounds
- Comfortable working with API management tools and platforms
- Experienced working across Agile and/or Waterfall methodologies
- Ability to coordinate multiple sprint tasks simultaneously and effectively
- Strong verbal and written communication skills
- Attention to detail and willingness to undertake QA across other workstreams
- Ability to work independently to a high standard
- Ability to operate effectively in a team – by communicating, sharing work, helping others
- Ability to liaise effectively with people from a range of cultural backgrounds
- Ability to contribute ideas and demonstrate initiative

Desirable

- Understanding of Western Health operating context will be beneficial
- Experience working within the healthcare sector
- Familiarity with data quality principles and governance frameworks
- Administration and/or development experience with QFM by Service Works Global (SWG)
- Have experience with the following:
 - SQL
 - Oracle
 - General Ledger
 - Accounts Payable
 - Procurement System
 - Figma

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- Asana
- Power BI
- Managed Infrastructure (Azure)
- Single Sign-On (Okta)
- Messaging Protocols (Olinqua)
- Building Management Systems (Schneider)
- Health Level 7 (HL7)
- Snowflake

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, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- 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

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

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

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| Employee's Name: | name. | | |
| Employee's Signature: | | Date: | Click here to enter a date. |
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