

POSITION DESCRIPTION

Position Title:	DTS M365 Applications Administrator
Business Unit/Department:	DTS Applications
Division:	DTS Services
Award/Agreement:	VPS Health and Allied, Managers and Administration Officers
Classification:	HS 3
Reports To:	Team Lead: DTS Applications Deputy Director DTS
Direct Reports:	N.A.
Date Prepared/Updated:	8 July 2024

Position Purpose

The DTS Applications Administrator 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 Administrator 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

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.

The purpose statement for DTS 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 DTS technology as a business enabler by providing a DTS 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*)
- DTS services are responsible for DTS infrastructure, software applications, communications (*voice, data, and wireless*), and computing services at Western Health

Key Responsibilities

The DTS Applications Administrator is responsible for the following:

- Provide proactive technical and functional support for applications and systems.
- Ongoing application capacity configuration, monitoring, planning, and deployment.
- 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.
- Ensure application documentation is concise, current, and accurate.
- Use relevant communication channels to foster informed application use by end-users and proactively reduce support incidents.
- Coordination and communication of the progress and completion of all identified technical projects related to applications.
- Ensure WH infrastructure is in place to support the application.
- Testing includes test planning and operational readiness testing when required.
- Provide incident resolution delivery following ITIL guidelines; Specific areas covered include incident triage, functional improvements, coordination and maintenance of release testing, and problem management.
- 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.
- Perform other duties as requested, consistent with the classification level of the position.

Special Requirements

- 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.

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.

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Key Working Relationships
<p>Internal:</p> <ul style="list-style-type: none"> • Western Health's DTS Senior Leadership Team and DTS Team Members • Western Health's Digital Health Project and Operations teams • Other Western Health stakeholders, strategic partners, community participants, and/or contractors including Government Department representatives. • Other Western Health employees and/or guests who may seek advice with regards to the Western Health DTS environment from time to time <p>External:</p> <ul style="list-style-type: none"> • Vendors of hardware, software, or DTS related services, including outsourced services • Melbourne Health Shared Services teams and Health Technology Services Victoria teams
Selection Criteria
<p>Qualifications</p> <ul style="list-style-type: none"> • A relevant tertiary qualification and extensive relevant experience or an equivalent combination of relevant experience and/or education or training. <p>Essential</p> <ul style="list-style-type: none"> • 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. • Proven experience in application testing, documentation, implementing of change/release in a controlled manner to improve functionality, performance, or stability. • 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. • 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. • A high level of initiative, including the ability to formulate, develop, and implement new ideas. • 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. • 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. • 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. <p>Desirable</p> <ul style="list-style-type: none"> • Experience in IT service delivery in a large complex health environment (<i>i.e.</i>, <i>Acute Health Services</i>) • Extensive knowledge of core collaboration services in M365, including SharePoint Online, MS Teams, and OneDrive. • A qualification or experience in IT Service Management methodology/Tools Is in business operations • A qualification in a recognized project management methodology, and/or experience using a recognized project management methodology/tools in business operations. • Valid car driver license in the State of Victoria • Exposure to modern applications architecture and cloud computing
Skills Framework for the Information Age (SFIA)
<p>Service Level Management - SLMO (SFIA skill level 5):</p> <ul style="list-style-type: none"> • Ensures that service delivery meets agreed service levels. • Creates and maintains a catalogue of available services.

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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)

- Specifies user/system interfaces and translates logical designs into physical designs considering target environment, performance & security requirements, and existing systems.
- Produces detailed designs and documents all work using required standards, methods, and tools, including prototyping tools where appropriate.

Systems integration (Level 3)

- Accepts software modules from vendor/software developers, and produces software builds for loading onto the target hardware from software source code.
- Configures the hardware environment, produces integration test specifications, conducts tests, and records the details of any failures. Carries out and report fault diagnosis relating to moderately complex problems.

Incident Management – USUP (SFIA skill level 5):

- Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents.
- Ensures that resolved incidents are properly documented and closed.
- Analyse causes of incidents and inform service owners to minimise the probability of recurrence and contribute to service improvement.
- Analyse metrics and reports on the performance of the incident management process.

Customer Service support – CSMG (SFIA skill level 3):

- Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfill requests or enable resolution. Provides first-line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to the creation of support documentation.

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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.

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
- 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
- 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 that 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.](#)

Employee's Signature: _____

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

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