



## ROLE DESCRIPTION

<b>Role Title:</b>	Business Systems Support Officer
<b>Classification Code:</b>	ASO3
<b>LHN/ HN/ SAAS/ DHW:</b>	DHW
<b>Hospital/ Service/ Cluster:</b>	Corporate System Support ('CSS')
<b>Division:</b>	Corporate and Infrastructure Division
<b>Department/Section / Unit/ Ward:</b>	Procurement Supply Chain & Finance (PSCF)
<b>Role reports to:</b>	Director, Corporate Systems Support
<b>Role Created/ Reviewed Date:</b>	September 2024
<b>Criminal and Relevant History Screening:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

This role is ideal for recent graduates with a passion for technology, data analysis, and problem-solving, who are keen to develop their skills in a dynamic and collaborative environment.

### Key Responsibilities:

- **System Support:**  
Assist in providing support to end-users by resolving queries related to corporate systems, ensuring timely and effective responses to issues.
- **Testing and Quality Assurance:**  
Participate in system testing, helping to identify and resolve issues during system updates, implementations, and changes.
- **Data Analysis and Updates:**  
Perform data analysis, updates, and system adjustments as required to support business processes.
- **Documentation:**  
Contribute to the preparation and maintenance of system and business documentation, ensuring that all processes are clearly documented for future reference.
- **Problem Resolution:**  
Assist in the identification, troubleshooting, and resolution of technical and functional issues within corporate systems.

**Direct Reports:**

- > N/A

**Key Relationships/ Interactions:**Internal

- > CSS managers and staff
- > SA Health customers accessing corporate systems such as Oracle Financials, PBRC and SHARP.
- > DHSA

External

- > Third party system suppliers such as Oracle, PHS and BCS.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Working closely with team members to provide a connected business systems support services to systems which are currently being deployed across a large and diverse user base, and within an organisation undergoing process and business change.
- > Actively contributing to the provision of a systems support environment that is highly engaged with the business and end users and focussed on contributing to SA Health's strategic objectives.
- > Providing a professional business systems customer service to a diverse range of stakeholders, end users and management.

**Delegations:**

- > N/A

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Assisting in the delivery of a range of corporate/financial systems support functions for SA Health by:	<ul style="list-style-type: none"> <li>&gt; Responding to email requests from the CSS generic mailbox(s) by responding to user requests/queries and assigning to other CSS staff where applicable for resolution.</li> <li>&gt; Managing CSS related Marval requests raised to DHSA and following up to ensure work assigned is completed.</li> <li>&gt; Resolving issues and calls when raised directly by users of corporate systems such as Oracle, PBRC and SHARP in a timely manner.</li> <li>&gt; Providing advice and guidance to users regarding core applications and how they work within their business processes.</li> <li>&gt; Assisting with the identification, review and evaluation of application, functional and user support requirements to support corporate finance related systems across SA Health.</li> <li>&gt; Supporting and assisting in undertaking project-based work as required.</li> </ul>
Assisting with testing of CSS systems as part of an integrated team approach in order to support business stakeholder/end user needs by:	<ul style="list-style-type: none"> <li>&gt; Contributing to test plan development in conjunction with other CSS team members.</li> <li>&gt; Developing test scenarios for required system changes managed by CSS.</li> <li>&gt; Performing tests according to test plan within required timeframes.</li> <li>&gt; Record test results and keep a register of issues for resolution.</li> </ul>
Undertake Data Analysis, Problem Solving and Documentation.	<ul style="list-style-type: none"> <li>&gt; Working with other CSS teams to investigate data related issues and contributing to problem resolution.</li> <li>&gt; Assisting with preparation of required system documentation incorporating data analysis components.</li> <li>&gt; Providing a customer focussed and professional service relating to the activities of the Directorate.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications:**

- > An appropriate degree.

#### **Personal Abilities/Aptitudes/Skills:**

- > Ability to communicate effectively verbally and in writing.
- > Ability to identify and solve problems.
- > Ability to work effectively in a process-driven environment with a high level of attention to detail and accuracy of work.
- > Ability to effectively use the Microsoft Office suite of applications including prepare and format word documents as reports and ability to analyse and present complex information through the use of the various analytical functions within Excel (pivot tables, charts etc).
- > Ability to work under limited supervision either individually or as part of a team and contribute to and support a positive team environment.
- > Ability to set priorities, meet critical deadlines and undertake multiple tasks in a highly organised manner.

#### **Experience:**

- > Experience in the use of computer software packages and systems including the use of spreadsheet and database applications.
- > Experience in the collection, analysis and presentation of data, including the provision of reporting,
- > Experience working as an effective team member and contributing to a cooperative team environment.
- > Experience in relationship management and liaising with a range of internal and external stakeholders.
- > Successful record of identifying customer needs and delivering a high level of customer service.

#### **Knowledge:**

- > Knowledge of current information technology techniques, development trends and standards.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications:**

- > An appropriate qualification in a business, commerce, information technology or procurement related field.

#### **Personal Abilities/Aptitudes/Skills:**

- > N/A

#### **Experience:**

- > Experience in managing and maintaining electronic databases and ensuring the integrity of data.

#### **Knowledge:**

- > Knowledge of SA Health ICT standards and practices.

- > Knowledge of ICT standards/frameworks such as Prince2, ITIL, ITSMF
- > Working knowledge to develop process maps, and business support documentation.

### Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

**Performance Development:**

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and Far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Health Network/ Division/ Department:

The Procurement and Supply Chain Management service performs both a state-wide strategic leadership and operational role in sourcing, contract management, commercial advice, supply chain and logistics and fleet management to support the delivery of public health services in South Australia.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees.

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.



- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

*The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.*

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

**Name:**

**Signature:**

**Date:**

### Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/18	Minor formatting with order of information amended.
V4	11/07/18	26/03/19	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/19	04/06/19	Added categories for immunisation requirements on front page.
V6	05/06/19	25/06/19	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/19	09/06/20	Updated legal entities to include new regional LHN's.
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/21		Inclusion of integrity statement under Code of Ethics on Page 6
V10	08/12/2023		