## Position Description

<table>
<thead>
<tr>
<th>Title: Director, Information Technology</th>
<th>HEW Level:</th>
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<tr>
<td>Faculty/Office: Information Technology</td>
<td>Position Number:</td>
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<tr>
<td>Department/Team: MQ Health IT</td>
<td>Date: February 2020</td>
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### Position Purpose:
The Director of Information Technology is responsible for delivering an ICT offering that demonstrably supports the MQ Health vision, purpose and objectives with attention to the needs of Macquarie University Hospital and ambulatory clinics; working with the University’s central IT function to shape MQ Health’s information architecture, enhancing user engagement, and improving productivity.

### ORGANISATIONAL CONTEXT
MQ Health is Australia’s first fully integrated academic health sciences centre under a University’s leadership. Founded to advance the tripartite missions of clinical care, learning and research, it is bold and ambitious in its pursuit of patient-centred excellence. A key component of this is Macquarie University Hospital; Australia’s first and only private not-for-profit teaching hospital located on a University campus.

Our vision for the Hospital is to be recognised as the country’s finest private health facility. Built to exacting standards, equipped with the best available tools and technology and staffed by a superior team of caring professionals the Hospital is well positioned to become Australia’s leading private health care provider.

The Director IT plays a pivotal role in protecting the confidentiality, integrity and availability of MQ Health’s information assets, as well as managing the interface with key vendors.

### ORGANISATION CHART

- **VP, People & Services**
  - **Chief Information Officer**
    - **Director, Business Information & Reporting**
      - **Director, Operations Services**
      - **Director, Application Services**
    - **Director, PMO**
    - **Director, Business Services**
    - **Director, Architecture Services**
  - **Director, IT MQ Health**
    - **MQ Health IT Team X7**
    - **IT Partnerships & Engagement Manager**
KEY ACCOUNTABILITIES

- Lead the delivery of information and communication technology services to Macquarie University Hospital, MQ Health clinics and other business units under MQ Health that support the vision, purpose and objectives of MQ Health.
- Lead or provide oversight to the delivery of ICT projects and initiatives across MQ Health
- Provide expert and authoritative advice on all aspects of information and communication technology to the MQ Health Executive
- In collaboration with Clinical Program and Discipline Heads, lead the design, implementation and maintenance of information and communication technology infrastructure, policies, systems and processes that promote safe patient care of the highest quality, supporting hospital and clinic performance, and delivering tangible return on investment.
- Align MQ Health IT architecture with its strategic objectives, taking into consideration its academic priorities through the Faculty of Medicine, Health and Human Sciences.
- Maximise the use of information technology and information system to support an efficient, safe working environment for the hospital, clinics and their referring health organisations, to minimise double-handling of information and opportunities for human error and ensure secure, seamless exchange of referral and patient information.
- Build and nurture positive working relationships (in conjunction with MQ Health Executive) with a range of stakeholders including Macquarie University IT, vendors, academics, clinicians and other health care organizations.
- Deliver a comprehensive software offering that supports collaboration, retention of knowledge within a framework that is regulatory compliant and information-sharing across organizational silos and boundaries, including with the Faculty of Medicine and Health Sciences.
- Champion the role of technology within MQ Health and at relevant industry forums.
- Maintain MQ Health business continuity and disaster recovery plans to ensure the maintenance of information services in the event of a disaster, power outage, or catastrophic failure.
- Develop an annual plan and budget for ICT operations, projects and capital investment and deliver agreed service and project outcomes on time and on budget.
- Ensure that the Hospital and the clinics comply with all ICT-related regulatory requirements and that enterprise information systems operate in accordance with internal standards of quality, external accrediting agency standards and legal requirements
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

POSITION CONTEXT

Reports to: Chief Information Officer
(with a dotted line to MQ Health COO)

Positions Reporting to:
- Infrastructure Manager
- Systems Administrator X3
- Business Analyst
- System Support Analyst
- TrakCare Clinical Coordinator

Key Direct Clients:
- MQ Health COO
- MUH and MQ Health Clinic staff
- Program Managers
- Third party providers
- Tenants

Other Key Relationships:
- MUH management
- MQ Health Executive
- Clinical Program and Discipline Heads
- Facilities
- CEO of MUH & Clinical Services
- Director of Strategy & Planning MQ Health
- Other MQ IT Directors

Budget Accountability:

Role-specific Conditions:
- Criminal history checks

Scope and autonomy
Identifies University wide current and emerging issues and develops appropriate policies, strategies and/or programs.

Problem solving
Manages significant organisational problems and/or issues and undertakes complex strategic planning and decision making.
## CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tr>
<td><strong>Influencing and Persuading</strong>: Building commitment by convincing others and winning them over to a particular point of view.</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<td><strong>Implementing Systems</strong>: Adopting a systematic and organised approach, and developing and utilising guidelines and procedures.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Setting Expectations</strong>: Stating clearly what is expected from others, clearly expressing ideas, and maintaining a precise and constant flow of information.</td>
<td><strong>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<td><strong>Delegating</strong>: Enlisting the talents of others to help meet objectives by giving them important activities and sufficient autonomy to exercise their own judgement.</td>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts.</td>
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<td><strong>Tracking Performance</strong>: Taking nothing for granted and persistently monitoring the progress of activities to ensure they are completed on time.</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Giving Feedback</strong>: Letting others know in a respectful, supportive and straightforward manner what is expected of them, how they have performed and if they have met needs and expectations.</td>
<td><strong>Accountability</strong>: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Leading and Directing</strong>: Taking the lead and exercising influence when managing complex situations and/or making critical business decisions.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
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<td><strong>Delivering Outcomes</strong>: Holding self and others accountable for achieving high quality and solution focused outcomes.</td>
<td>The six values described below capture the essence of MQ Health culture and play an important role in the way we assess the performance of our teams, staff and managers.</td>
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<td><strong>Developing Capability</strong>: Coaching, mentoring and supporting others to develop their competence and confidence for performance and growth.</td>
<td><strong>Caring</strong>: We act with deep respect and compassion for the dignity and diversity of our patients, staff, students and community.</td>
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<td><strong>Integrity</strong>: We are committed to being consistent, principled, honest and accurate in our actions, decisions, and communication.</td>
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<td><strong>Teamwork</strong>: We recognise that all individuals bring qualities and talents to their roles. Through collaboration, we enhance our work environment and the outcomes for our patients.</td>
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<td><strong>Ambition</strong>: We are ambitious in our efforts to achieve excellence in everything we do, exceeding expectations and setting new standards in our field.</td>
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<td><strong>Innovation</strong>: We have a special charge to bring new ideas and new evidence-based knowledge into practice at every opportunity to advance health, clinical care and wellbeing, to improve lives.</td>
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<td><strong>Engagement</strong>: We willingly engage and collaborate with those beyond the perimeter of our campus and our country to multiply the impact and effectiveness of our work.</td>
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### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- A degree in a relevant discipline or an equivalent level of knowledge gained through education, training and/or experience
- Comprehensive knowledge of the architectural and operational challenges of ICT in a health environment and an appreciation of current industry trends and developments
- Comprehensive knowledge of contemporary enterprise infrastructure platforms: servers, workstations, hubs, routers, firewalls, mobile devices, structured cabling, network switches, clients; knowledge and experience with operating systems and software platforms critical to a digital hospital environment.

### ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of the IT / MQ Health functions and structure.
- Knowledge of the IT / MQ Health policies, systems, processes and procedures.
- Understanding the external market/context relevant to their areas of expertise/specialisation
- Understanding the local and global market/context within which the University operates.
- Knowledge of how the University works and how relevant functions across the University interrelate.

### KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- Demonstrated experience as a transformational leader capable of building a high-performance, efficient, skilled and energetic team with a strong service-orientation in a complex, critical environment
- Demonstrably superior interpersonal and communication skills, including a demonstrated track record of staff engagement in the adoption of technology
- Track record of delivering results in a dynamic environment with competing priorities.
- Experience in assessing, mitigating and managing ICT risks in a complex, mission critical environment.
- Demonstrated understanding of recognized project methodologies and experience in project initiation, justification, and management.
- Demonstrated experience in the management of vendors and service-providers against documented SLAs.