

## DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	IT Consultant (Enterprise Systems)
<b>Position Number:</b>	Generic
<b>Classification:</b>	Information and Communication Technology Level 3
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Health ICT - Digital Enterprise Services
<b>Position Type:</b>	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
<b>Location:</b>	South, North, North West
<b>Reports to:</b>	Manager - Enterprise Systems
<b>Effective Date:</b>	February 2022
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Desirable Requirements:</b>	<p>Appropriate tertiary qualifications in a relevant discipline from a recognised tertiary institution</p> <p>Minimum of three years' practical experience in a relevant discipline, using contemporary and recognised frameworks</p> <p>Appropriate technical certification in a relevant specialist discipline</p> <p>Current Driver's Licence</p>
<b>Position Features:</b>	<p>Some regular out of hours work, to meet specific needs or deadlines, may be required</p> <p>Intrastate and interstate may be required</p>

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

## Primary Purpose:

Working in close partnership with various Department of Health (DoH) stakeholders, the IT Consultant (Enterprise Systems) will:

- Deliver high level technical support to the design, development, installation, maintenance, upgrade and operational administration of the IT applications and associated integration infrastructure and systems architecture.
- Undertake a consultative role to business stakeholders by providing high level technical advice on application architecture, selection, commissioning, integration/interconnectivity and operational management and support.
- Provide leadership, management and coordination of technical activities required to develop, commission, interface, maintain and support IT applications, systems, and integration frameworks.

## Duties:

1. Undertake software selection, commissioning, installation, development, testing, integration, ongoing maintenance, support, and consultancy to business owners, including the establishment of disaster recovery procedures, security schemes and any relevant quality assurance processes.
2. Administer and support DoH applications as required, including advising on application architecture, planning, assisting, and undertaking upgrades, reporting, tracking, and resolving application and messaging/integration issues, testing disaster recovery plans, and monitoring and auditing application use.
3. Provide second and third level specialist technical support to staff that use and support a range of applications.
4. Develop, manage, and maintain relationships with software vendors of clinical and administrative applications supporting DoH operations.
5. Lead work activities and prepare complex documentation, ensuring compliance with policies and standards.
6. Proactively provide cross-functional coordination, and lead and mentor other team members and business application support staff.
7. Provide strategic advice and undertake complex investigations and research around issues related to application administration and support, integration, and overall software lifecycle management.
8. Assist with identification of options, planning, architecture, design, development, integration, and implementation of systems delivered by projects scoped from DoH work plans, and Digital Health strategy as they develop over time.
9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

## Key Accountabilities and Responsibilities:

Under the broad direction from the Manager - Enterprise Systems, the occupant will provide high level consultation and leadership to staff and stakeholders across the DoH regarding the development, commissioning, integration and maintenance of IT applications, systems, and integration frameworks.

This requires the incumbent to:

- Apply considerable operational autonomy and independence to prioritise and effectively achieve approved objectives, goals and measure with the Unit whilst collaborating with the Office Management team to ensure a cohesive and unified approach to service delivery.
- Contribute high level technical expertise to the ongoing planning, development and management of information architecture, technology, and resources.
- Provide professional mentoring and support to other staff in the section and assist in the functional coordination of other staff as required.
- Engage and consult with the following stakeholders to negotiate effective outcomes:
  - Managers and staff from all sections within the Office.
  - Project Managers, DoH business owners and representatives, and System Owner's Groups.
  - External service providers, system vendors and stakeholders.
- As a senior member of the Enterprise Systems team, the occupant of this role is expected to adhere to and promote the Units, DoH and State Service values, policies and practices, and provides professional mentoring and support to team members to encourage a collaborative and cohesive approach to contributing to office goals.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

- I. Conviction checks in the following areas:
  - a. crimes of violence
  - b. sex related offences
  - c. serious drug offences

- d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

## Selection Criteria:

1. Extensive experience in technical architecture, application development, integration and/or maintenance, including a demonstrated ability to effectively implement, support and administer enterprise applications that demand high availability across dispersed geographic locations.
2. High level conceptual, analytical, and innovative skills to effectively identify, define, and develop practical IT solutions to meet emerging developments and assist in the continuous improvement in the service delivery of complex activities.
3. High level communication skills including the proven ability to clearly articulate complex and difficult technical issues to non-technical staff and stakeholders, and to prepare and present high-quality formal documentation and recommendations to a final standard within a senior management environment.
4. Highly effective interpersonal skills to represent the organisation with the authority to build and maintain effective relationships and negotiate outcomes to meet specified requirements.
5. Demonstrated ability to effectively engage, lead and coordinate staff to achieve organisational objectives whilst modelling a high standard of professional and ethical behaviour that aligns with, and promotes, DoH values. Ability to manage and escalate issues appropriately to effectively achieve outcomes.
6. High level project management skills and demonstrated experience in planning, organising, scheduling, and delivering quality work within established and conflicting timeframes.
7. Demonstrated ability to work constructively as a senior member of a team, including experience in having worked effectively within a political environment subject to work pressure, competing priorities, ambiguity, and change.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).