



ROLE DESCRIPTION

Role Title:	Systems Analyst
Classification Code:	ASO5
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing
Hospital/ Service/ Cluster:	
Division:	Digital Health SA
Department/Section / Unit/ Ward:	Technology & Infrastructure – Application Services
Role reports to:	Manager, System Administration
Role Created/ Reviewed Date:	March 2021
Criminal and Relevant History Screening:	<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)
Immunisation Risk Category Requirements:	<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:

- > The Systems Analyst is accountable to the Manager, System Administration for coordinating and undertaking a range of customer centric technical support for, and maintenance of, applications and interfaces in a complex environment.
- > The role plans and delivers BAU and project technical support and maintenance activities for a range of specialist in-house and COTS products, systems and interfaces, ensuring appropriate change, configuration and security controls, and identifies, diagnoses, classifies and resolves related problems, queries and incidents.

Direct Reports:

- > Nil.

Key Relationships/ Interactions:

Internal

- > Work under direction from the Manager, System Administration.
- > Maintain a close working relationship with other Application Services staff.
- > Work collaboratively with other Application Services teams, to ensure an effective and efficient release management capability into the appropriate application environments and ensure a smooth transformation of applications into an operational state.
- > Work collaboratively with Client Account Managers and Service Delivery Managers as required.
- > Liaise with customers, line management and staff within SA Health and Digital Health SA.

External

- > Maintain effective working relationships with external contractors and suppliers.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Maintain currency of the applications environment.
- > Meeting customer expectations in relation to availability and suitability of applications.
- > Alignment to and contribution towards the goals, values and deliverables of Digital Health SA.

Delegations:

- > Nil.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
System administration	<ul style="list-style-type: none">> Coordinate and undertake a range of customer centric technical support for, and maintenance of, applications and interfaces including identifying, diagnosing, classifying and resolving application problems, queries and incidents for specialist ICT systems.> Plan and deliver BAU and project technical support and maintenance activities for a range of in-house and COTS products, systems and interfaces ensuring appropriate change and configuration control, security requirements and compliance with Digital SA policy and procedures.> Analyse business requirements for system enhancements to prepare integrated, fit for purpose, technical application solutions, including assisting with the development of accurate estimates for the delivery of application support activities.> Coordinate and undertake the preparation and maintenance of detailed and accurate technical documentation for a range of applications ensuring traceability between Business Requirements and Technical solutions.> Coordinate and deliver a range of technical planning, implementation, and testing activities, ensuring productive and methodical delivery using agreed workflow processes under a defined Software Development Life Cycle (SDLC).> Monitor, evaluate and provide advice on the capacity and performance of systems including undertaking regular system maintenance and processing activities to ensure the business requirements of SA Health portfolio are met.> Ensure compliance with all relevant legislative, Departmental, Directorate and State Government policies, standards and guidelines.
Engagement and Advice	<ul style="list-style-type: none">> Establish and maintain productive technology partnerships with vendors and service providers to ensure the ongoing performance and consistency of Digital Health SA services in accordance with agreed service level standards.> Develop and maintain effective working relationships with Client Account Managers, Service Delivery Managers and Business Units to facilitate seamless service delivery in the identification and address of system problems and functionality requirements.> Develop and maintain effective and collaborative working relationships across Application Services technical teams to support and ensure the resolve of issues and risks in alignment with service level agreements and agency policy.> Provide advice on, and contribute to, the development of risk and impact assessments of some complexity for application, system and interface

	<p>changes and upgrades.</p> <ul style="list-style-type: none"> > Provide technical support to Business Analysts and Application Services Team members during functional requirements definition to ensure that changes to functionality are both technically achievable and feasible within program and project constraints.
Team objectives	<ul style="list-style-type: none"> > Achieve delivery of assigned functions and services within service level agreement time frames, meeting customer's requirements and expectations. > Review, develop and apply team processes, operational standards, procedures and work instructions to facilitate the integrity of applications in production. > Provide technical assistance and expert advice to the identification, investigation, analysis, diagnosis, classification and resolution of problems and queries. > Undertake the technical analysis of complex systems to promote optimum system functionality and support the achievement of business needs.
Continuous improvement	<ul style="list-style-type: none"> > Coordinate and participate in quality improvement initiatives. > Promote knowledge and information sharing amongst team members to deliver high quality services to customers. > Provide advice and assistance to the implementation of changes that support continuous improvements in productivity and product and/or service quality. > Undertake relevant training courses and on-the-job training by certified technicians.
Performance focus	<ul style="list-style-type: none"> > Ensure high standards of support, reporting and data standards are maintained and consistent with public sector standards. > Contribute to the implementation of quality improvement standards and measurement strategies within the application services branch. > Monitor and ensure that external service providers, consultants, contractors, vendors and partners provide quality deliverables to SA Health and its customers. > Promote the delivery of responsive, seamless and high quality services to customers by prioritising services delivery within the required timeframes. > Promote knowledge and information sharing amongst team members to deliver high quality testing services to customers.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > None.

Personal Abilities/Aptitudes/Skills:

- > Demonstrated capacity to research, analyse and innovatively resolve problems in a timely manner including selecting appropriate methodologies, standards and documentation, based on sound judgement, to implement major changes to system environments.
- > Well-developed communication and interpersonal skills including the ability to negotiate and liaise effectively with team members and a range of stakeholders provide exceptional customer service and present complex concepts clearly and concisely to both technical and non-technical audiences.
- > Proven ability to work independently, as well as collaboratively in a team, under limited direction, exercise judgement and delegated authority in planning and prioritising workloads, make well informed and timely technical decisions, and ensure that the required standards of accuracy and quality are met within tight timeframes.

Experience

- > Proven experience in providing responsive level 2 and 3 ICT system support services and technical assistance to team members and personnel in ICT and non-ICT roles including utilising appropriate systems and analysing, investigating, resolving and documenting technical problems.
- > Proven experience in planning and delivering BAU and project technical systems support and maintenance activities for a range of in-house and COTS products, systems and interfaces in a large organisation.
- > Experience in analysing business requirements for system enhancements including maintaining detailed technical documentation to ensure traceability between Business Requirements and Technical solutions and assisting with the development of accurate estimates for the delivery of support activities.

Knowledge

- > Demonstrated knowledge of various industry standard architectures including data architecture principles, particularly in relation to security and access controls, data curation, interfaces and integrated solutions and of distributed PC's, operating systems, server technology and ICT data network infrastructure.
- > Knowledge of ITIL, the Software Development Life Cycle and project management processes and methodologies and knowledge of relevant and government policies.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Bachelor of Computer Science or equivalent.
- > ITIL Foundation or equivalent.

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 the 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)* 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:

Our Mission at Digital Health SA is to provide and maintain a robust ICT environment supporting the full spectrum of SA Health's business and develops a fully integrated statewide electronic health record, to improve the quality and safety of health care in SA by connecting hospitals, health professionals and the community throughout the state. Our vision at Digital Health SA is to provide the right information, to the right person, at the right time, in the right place.

Digital Health SA has 5 key directorates:

Customer Services	Comprises the Service Delivery team and Digital Health Service Desk functions, responsible for end-to-end IT service delivery across the Health Portfolio. Provides internal support to Digital Health SA including human resources and corporate support. Provides the primary customer interface between SA Health business units and Digital Health SA.
Office of the Chief Medical Information Officer	The Office of the Chief Medical Information Officer (OCMIO) is an integral part of Digital Health SA with a focus on supporting clinician led design and engagement for DHSA projects. The OCMIO leads and collaborates on projects that support the development of SA Health's digital health capabilities and operational use of data. The OCMIO is improving health outcomes for South Australians by contributing to the development of an integrated, agile, and clinically relevant digital health information network
Financial and Commercial	Provides financial support to Digital Health SA, undertakes financial analysis and reporting and liaises with Corporate Finance and Health Unit customers. Develops budgets for the unit and manages the recharging required for SA Health customers.
Portfolio & Strategy	Manages and delivers all Digital Health SA projects as approved by the Digital Health SA Board. Sets, defines and aligns IT strategy and standards to the goals and objectives of SA Health and provides independent governance and risk management to Digital Health SA.
Technology & Infrastructure	Technology and Infrastructure provides technical support and delivery for SA Health and manages, supports and maintains the 'live' IT environment across SA Health

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.

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: