

## DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Senior Manager - Digital Enterprise Services
<b>Position Number:</b>	511378
<b>Classification:</b>	General Stream Band 8
<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, Full Time
<b>Location:</b>	South
<b>Reports to:</b>	Chief Information Officer
<b>Effective Date:</b>	August 2021
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Desirable Requirements:</b>	Tertiary qualification/s in ICT Service Management and/or satisfactory completion of appropriate technical fields of study in IT, application development or ICT Service Management.
<b>Position Features:</b>	Intrastate and interstate travel may be a requirement of the role.

*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:

As a member of the Health ICT senior management team, the Senior Manager - Digital Enterprise Services will:

- Provide high level leadership and direction in the provision of Information and Communication Technology (ICT) and Digital Enterprise Services support to business units across the Department of Health.

## Duties:

1. Manage the Digital Enterprise Services team, contributing to the strategic planning and decision-making process within the unit, and lead and implement flexible and innovative human, physical and financial resource management practices for the effective and efficient use of allocated budgets.
2. Provide high level specialist and technical expertise in the leadership, direction, and coordination of Digital Enterprise Services and other related ICT services to clients, staff, senior management, and other business units within Health ICT.
3. Plan, initiate, research, develop, and implement projects/programs of work to ensure ongoing improvement to the delivery of application and platform support services, including contributing to the development of new strategies, policies, plans and procedures.
4. Provide specialist advice and support to ICT strategy and aligned program delivery plan(s) with a particular focus on driving those aspects that relate to application deployment and on-going management, including developing and maintaining internal systems and processes to achieve and measure agreed service levels.
5. Proactively manage all components and aspects of the Digital Enterprise Services Portfolio, from assigning resources to both support and prioritise initiatives/projects to commissioning and retirement/replacement processes and providing handover and on-going support for relevant systems, new and current.
6. Establish, build, and maintain collaborative working relationships with clients, staff, senior management and key internal and external stakeholders and service providers and vendors, including managing contracts and service agreements.
7. Represent the Agency at appropriate forums, both within the state government and at a national level, in areas related to clinical application management and support services.
8. 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.
9. 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:

The Senior Manager - Digital Enterprise Services is required to work without direct supervision, under the broad direction of the Chief Information Officer and has considerable operational autonomy in day to day duties undertaken in this role. The occupant will:

- Utilise high level initiative and independent judgment in the determination of strategies, priorities, and resource allocation within the area of responsibility, including identifying and developing options and recommendations that support service delivery improvements.
- Manage and lead a team, including being accountable for the performance and development of staff.
- Work with senior management and project/program staff to provide high-level specialist and technical expertise, advice, support, and guidance, taking ownership of service delivery plans/initiatives that relate to application acquisition, deployment, and implementation.

- Establish, maintain, and report against service level agreements and associated documentation for the delivery of application services and support to the Agency.
- Facilitate close cooperation with Health ICT staff, senior management and other business and application administrators within, and across, the Agency, including external stakeholder/service providers to ensure business operations and effective implementation of strategies.
- 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:

1. 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 industry experience in developing and managing a complex IT application support environment, together with high level specialist knowledge and expertise in supporting corporate applications and platforms and/or front-line clinical in a large ICT enterprise with a particular focus on system lifecycle, incident detection, management, and response.
2. Demonstrated and extensive highly developed management skills in one or more fields of technical architecture, application development, integration and/or maintenance, including proven experience in the development of system performance and portfolio status reporting on an enterprise scale.

3. Demonstrated high level interpersonal skills with the ability to communicate with influence, negotiate persuasively, resolve conflict, and develop effective networks with internal and external stakeholders to contribute to the achievement of organisational and divisional outcomes; together with the ability to communicate complex matters in simple and practical terms.
4. Demonstrated capability in managing a team, including proven resource and staff management skills, together with strong planning, prioritisation, and time management experience to balance competing priorities and achieve agreed service delivery outcomes.
5. Demonstrated ability to grasp and understand the strategic context ('big picture') and how this role fits into, and contributes to, the delivery, maintenance and enhancement of applications, business systems and associated IT infrastructure that supports and sustains the state's health system.

## 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.