

## Role description

<b>Role title:</b>	Digital Support Consultant
<b>Level of accountability:</b>	Team Member
<b>Mater Ministry:</b>	Digital Technology and Information Division
<b>Service Stream/Department:</b>	Digital Service Excellence
<b>Manager role title:</b>	Service Delivery Manager – Service Centre
<b>Date created/Reviewed:</b>	14/07/2021

## Role purpose

- The Digital Support Consultant is the first point of contact for Mater people who require assistance with digital technologies.
- Working within service management processes this role will effectively classify, prioritise, resolve or escalate faults and requests.
- As a member of the Digital Service Centre this role will provide support via phone calls, in person or messaging platforms.

## Behavioural standards

This role requires the incumbent to adhere to the Mater behavioural standards including the Mater Mission, Values, Code of Conduct, Mater Credo as well as any other relevant professional and behavioural standards, translating these into everyday behaviour and actions, and holding self and others to account for these standards.

## Accountabilities

Mater requires every Mater Person to understand and deliver on a series of accountabilities that are linked to the Mater strategy, described in the table below. Each Mater Person is held accountable for his or own behaviour, performance and development, and for contribution to five strategic objectives: Safety, Experience, Quality, Efficiency and Financial Viability. In addition, Mater managers and leaders are accountable to different extents for clinical outcomes, service and operational outcomes, financial outcomes, compliance and risk, interprofessional leadership and management of performance and accountability. This role of is responsible for fulfilling the following accountabilities:

In this role	
Role requirements	Is clear on the behaviour, tasks and accountabilities that are associated with the role, fulfils mandatory and professional competency requirements, contributes to own performance development planning, proactively seeks feedback, carries out individual development plan and actively contributes to own team/s
As a Mater person	
Safety	Every decision and every action taken has safety as its guiding principle.
Experience	Consistently seeks to meet or exceed each and every person's service expectations, each and every time through the provision of differentiated customer service.
Quality	Consistently seeks to continuously improve the quality of our service, through contributing to delivering evidence based low variability healthcare
Efficiency	Seeks opportunities to deliver services for more people within existing resources, which means being innovative and focussed, and demonstrating strong stewardship of our finite resources.
Future viability	Consistently seeks to improve, innovate and evolve, through looking for new trends and opportunities which will ensure Mater can meet the challenges of the future by making sensible decisions today.

## Role specific expectations

- Assist Mater people with IT faults for all digital assets including software, hardware, network, telephony and audio visual.
- Resolve routine/common/known digital requests received via the Digital Service Portal, phone calls or other digital channels. Assign unresolved tasks and setup the resolving team for success by documenting actions taken, establishing appropriate priority and setting expectations with customers.
- For complex faults and requests (where the root cause or resolution path is unknown) refer to Digital Support Specialists for troubleshooting advice or escalate for further action.
- Document faults and requests submitted into the Digital Service Centre according to work instructions and guidelines; ensure customer facing comments are written in easy to understand language, free from technical jargon and explain what has been done and/or what the customer needs to do.
- Link recurring faults to problem records according to work instructions and guidelines. Where faults are attributed to changes, link to the change request in the service management tool under guidance of the Digital Support Specialists or Senior Digital Support Specialists.
- Assist Mater people with routine/common/known non-Digital enquiries into the Service Centre including building maintenance and biomedical phone call enquiries. Escalate urgent matters to the appropriate Manager or Supervisor.
- Perform after-hours desktop support as part of a rotating on-call roster.
- Perform installation and upgrades to IT equipment including PC's, Printers, Faxes, Scanners, MFD's, AV equipment and other IT and clinical equipment following work instructions and guidelines.
- Participate and support system upgrades following work instructions and guidelines and approved change implementation plans.
- Provide network, telephony and mobile device support for routine/common/known faults and requests following work instructions and guidelines.
- Perform IT asset management administration following work instructions and guidelines.

## Qualifications

What qualifications does the incumbent need to do the job?

### Essential

- Certificate II or III in Information Technology or equivalent work experience

### Desirable

- ITIL V3 or 4 Foundation

## Clinical / technical competencies

- Minimum 2 years relevant IT experience.
- Demonstrated experience in the provision of service desk, audio visual and desktop support to end users in large and complex environments.
- Demonstrated ability to provide a client focused service to both external and internal clients.
- Knowledge of Microsoft operating systems, active directory, networking, computer and AV hardware installation and support.
- Demonstrated sound communication skills and the ability to communicate effectively with all levels of staff.

## Capabilities

Mater's core capabilities	Elements	Required proficiency for role <sup>1</sup>				
		Foundation (Team Member)	Proficient (Team Leader)	Skilled (Manager)	Expert (Director)	Mastery (Executive)
<b>Building high-performance interprofessional teams:</b> Builds high performance interprofessional teams by developing talent and building trust	Vision and direction Implementation of strategy Interprofessional practice and education Team leadership Team development Identifying and nurturing talent Building trust	✓				
<b>Accountability:</b> Role models respectful accountability, effectively holds self and others to account through constructive feedback and dialogue	Holding to account Feedback and dialogue Drive for results	✓				
<b>Learning Agility:</b> Is comfortable with complexity and ambiguity, rapidly learns and applies new skills and is successful in first time challenging situations	Comfort with ambiguity Applies learning to achieve success in challenging first-time situations Critical thinking	✓				
<b>Enacting behavioural change:</b> Skilled at enacting sustainable behavioural change in people (through workflows, habits and clinical practice) to achieve improvements	Influencing perception Generating emotional responses (tempered by rational responses) Shaping behavioural decision making Mobilising and sustaining behaviour change	✓				

### <sup>1</sup> Proficiency descriptors

- **Foundation:** demonstrates application of capabilities for performing core requirements of the role **and**
- **Proficient:** demonstrates application of capabilities to others in team **and**
- **Skilled:** developed capability in others in a proactive and structured manner **and**
- **Expert:** mobilises collective capability across teams **and**
- **Mastery:** is a role model within and outside the organisation and expertise as a leader in field is sought out