



## ROLE DESCRIPTION

<b>Role Title:</b>	Technology Support Officer
<b>Classification Code:</b>	ASO4
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Wellbeing
<b>Division:</b>	Digital Health SA
<b>Department/Section / Unit/ Ward:</b>	Technology & Infrastructure – Infrastructure Services
<b>Role reports to:</b>	Team Leader, Technology Support
<b>Role Created/ Reviewed Date:</b>	April 2024
<b>Criminal and Relevant History Screening:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<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 Technology Support Officer is responsible for providing a high quality, responsive and efficient support for EMR and Digital Health delivery. This involves coordinating and undertaking the auditing, commissioning, maintenance and de-commissioning of all computers and related equipment related to EMR project and support of technology deployment and assistance for Digital Health initiatives.

### Direct Reports:

- > Nil.

### Key Relationships/ Interactions:

#### Internal

- > Technology Support Officer reports to the Team Leader Technology Support, Digital Health SA and is required to work under limited direction as an integral part of EMR and Digital Health teams.
- > Liaises extensively with members of the Digital Health leads, EMR Adoption Team, Site Activation Leads and Hospital staff.

#### External

- > Essential working partnerships with EMR application vendors, SA Health Digital Health teams and external service providers to ensure the delivery and coordination of the technology devices.
- > Support Digital Health initiatives and delivering technology and support to local health networks.
- > Liaises extensively across the organisation with various site based staff.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Supporting the activation of EMR at SA Health sites including training, site auditing, device and software deployment, testing and end user support.
- > Developing collaborative working partnerships and liaising with relevant key staff and external stakeholders.

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- > Identifying when to engage with the EMR Operations and Technical Infrastructure Teams, and EMR application vendors in resolving technical issues where the problem crosses over several ICT speciality areas (i.e. infrastructure, applications, desktop, service performance).
- > Delivering Digital Health initiatives including project outcomes and operational support.

**Delegations:**

- > Nil.

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
<p><b>Coordination of Support</b></p>	<ul style="list-style-type: none"> <li>&gt; Supporting the EMR Activation by ensuring the technology audit, analysis, device deployment and testing is completed prior to a site activating EMR. Supporting training room technology to ensure trainers can effectively deliver EMR training. During post activation provide ongoing support to the site and assist in the service transition to local eHealth support staff.</li> <li>&gt; Supporting Digital Health initiatives by providing delivery and technical support of end user devices, infrastructure and applications.</li> <li>&gt; Ensuring all electrical equipment is checked and tested and meets relevant legislative compliance to Work Place Safety Standards.</li> <li>&gt; Developing collaborative working partnerships and liaising with relevant key staff and external stakeholders.</li> <li>&gt; Complying with organisational wide strategies, policies, guidelines, standards and procedures as well as licensing and system security.</li> <li>&gt; Ensuring all necessary information is entered into the corporate call logging system as well as the corporate asset register.</li> <li>&gt; Identifying when to engage with the EMR Operations and Technical Infrastructure Teams, and EMR application vendors in resolving technical issues where the problem crosses over several ICT speciality areas (i.e. infrastructure, applications, desktop, service performance).</li> <li>&gt; Identifying and implementing service and process improvement opportunities as appropriate.</li> <li>&gt; Contributing to the Digital Health and EMR Project Risk Management process by ensuring that risks are documented with plausible elimination or mitigation strategies. Ensure that appropriate solutions are constructed, approved and implemented and that uncontrolled risks are escalated to Risk Management as required.</li> </ul>
<p><b>Technical Maintenance &amp; Support</b></p>	<ul style="list-style-type: none"> <li>&gt; Providing on-going technical advice and support.</li> <li>&gt; Providing limited training and/or specialist technology advice as required by the customers in the use of desktop and/or mobile computers and associated peripherals, such as iPads, iPhones, Scanners and printers.</li> <li>&gt; Maintaining all equipment associated with the delivery information technology.</li> <li>&gt; Delivering a timely, customer focussed service to all training personnel across a number of training venues. Coordinating the safe and timely transport of all equipment to the next training venue or arranging for appropriate storage until the next scheduled site training program commences.</li> <li>&gt; Conducting any maintenance and/or repairs, arranging replacement of faulty or damaged equipment.</li> </ul>
<p><b>Continuous Improvement</b></p>	<ul style="list-style-type: none"> <li>&gt; Contribute to the development of an integrated team approach and culture which is highly responsive to the needs of the EMR Project and Digital Health.</li> <li>&gt; Demonstrate appropriate behaviours which reflect a commitment to the EMR and Digital Health.</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Undertake training as required attaining and maintaining the required competency level of skills and knowledge applicable to the role.</li> <li>&gt; Support the development of a culture and ethos across the EMR Project and Digital Health which is outcome and performance focused.</li> <li>&gt; Contribute to the generation of ideas for the improvement and review of work practices.</li> </ul>
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## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

#### **Educational/Vocational Qualifications**

- > Nil.

#### **Personal Abilities/Aptitudes/Skills:**

- > Demonstrated high level organisational skills including the ability to work quickly and efficiently.
- > Demonstrated ability to effectively communicate, both in oral and written forms, that enable appropriate liaison with a broad range of people within and outside SA Health, including service providers and contractors.
- > Demonstrated provision of excellent customer service and the ability to maintain a high standard of integrity and confidentiality.
- > Demonstrated ability to work under limited direction, effectively managing high volumes of work, determining priorities and organising work to meet constrained timelines and objectives.
- > Sound problem solving skills, including the ability to identify and analyse problems and recommend solutions.
- > Demonstrated ability to work as a member of a team and contribute to a spirit of team cooperation.

#### **Experience**

- > Supporting geographically spread customers in large organisations.
- > Provision of technical support of computer hardware, software, peripherals, mobile devices as well emerging technologies in large, complex and dynamic organisations.
- > Provision of desktop support services.

#### **Knowledge**

- > Microsoft Operating Systems as well as Microsoft Office products, such as Windows 10 (in addition to the two previous releases).
- > High level of competency in Microsoft Office – particularly Microsoft Excel.
- > Local and Wide Area Networks.
- > Concepts of Standardised Operating Environment (SOE) and/or Managed Desktop Environment (MDE) in and enterprise environment.
- > Apple operating systems as they relate to using iPhone, iPad, and iPod applications.
- > SCCM as it applies to Technology Support activities.
- > Modern and contemporary technologies.
- > Lifecycle of management of desktop computers.

### DESIRABLE CHARACTERISTICS

#### **Educational/Vocational Qualifications**

- > Appropriate industry certification (ITIL, Microsoft certifications) and/or Tertiary degree in computing.

#### **Personal Abilities/Aptitudes/Skills:**

- > Ability to undertake minor project work.
- > Commitment to continuous self-development.

#### **Experience**

- > Experience in Active Directory.

#### **Knowledge**

- > Knowledge of IT policies, procedures and systems within SA Health.

**Special Conditions:**

- > May be required to work outside of normal business hours or as part of a roster during specific periods.
- > The incumbent may be required to travel or work across and/or be located at any of the Department of Health units/divisions as required.
- > A flexible approach to the taking of leave is required.
- > Some travel may be required.
- > May be required to work 24/7 rosters.
- > 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 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)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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 the technology to deliver a safe and equitable health care system that has patient needs at the core of decision making, while maintaining a resilient ICT environment that supports SA Health.

Our vision at Digital Health SA is to provide digitally enabled care, connecting South Australians to world-class healthcare outcomes.

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Digital Health SA has 7 key directorates:

<b>Executive</b>	The Digital Health SA Executive Office provides executive support services for the senior DHSA executives and Governance support for the Tier 1 and 2 committees within the Department. The Executive Office manages the coordination and review of Ministerial, CE and CEO correspondence, briefings and high-level third-party requests for DHSA.
<b>Business Transformation</b>	Manages, delivers, and governs state-wide outcomes via the portfolio of programs and projects approved by the Digital Health SA Board, including those defined in SA Health's digital strategy. Provides independent governance and risk management to Digital Health SA.
<b>Office of the Chief Medical Information Officer</b>	Focuses on supporting clinician led design and engagement for Digital Health SA projects. Leads and collaborates on projects that support the development of SA Health's digital health capabilities and operational use of data. Contributes to improved health outcomes for South Australians through the development of an integrated, agile, and clinically relevant digital health information network.
<b>Service Delivery &amp; Business Administration Services Branch</b>	The Service Delivery & Business Administration Services branch focuses on improving the reliability and performance of DHSA services and ensures these services remain aligned to changing customer needs. Business unit accountabilities include service level management, incident and problem management, enterprise systems monitoring, cyber and information security services, continuous improvement, demand management, workforce planning, human resources, procurement, finance and budgets, training and development and facilities management.
<b>Strategy, Architecture &amp; Business Partnership</b>	Partners with SA Health stakeholders to develop the digital strategy and prioritise investments to accelerate benefits realisation across the health network. Development and adoption of architectural frameworks to ensure the new and existing investments deliver the greatest return on investment aligned to the SA Health strategy and objectives. Data integrity to ensure foundational systems and data analytic platforms have quality data to improve quality and safety of health care through a single view of a patient.
<b>Technology &amp; Infrastructure</b>	Responsible for end-to-end IT service delivery across the Digital Health SA portfolio for SA Health. This includes all centralised support and management for the following ICT operations delivery capabilities: applications, data centres, central computing platforms and telecommunications LAN/WAN network, telecommunications mobility, change management, customer contact and end user computing. Digital Health SA does not support ICT services managed by the Local Health Networks.
<b>Electronic Medical Record (Sunrise EMR &amp; PAS)</b>	<p>SA Health has committed to implementing clinical and PAS solutions that are fit for purpose, integrated and enable clinicians to provide safer patient care, including the Electronic Medical Record (EMR) as the foundation of Australia's first fully integrated statewide clinical information platform. A range of other clinical systems exist to complement the EMR to ensure comprehensive patient care can be provided and documented.</p> <p>The Clinical Information Systems (CIS) branch in Digital Health SA will work to deliver the strategic objectives of the Office of Chief Medical Information Officer (OCMIO) and Digital Health SA through the implementation of CIS solutions, as well as support and optimisation of existing solutions being used across all South Australia's public healthcare facilities. Working together with metropolitan and regional Local Health Networks (LHNs) and Department for Health and Wellbeing (DHW) the CIS branch in DHSA will deliver and optimise clinical and patient administration (PAS) systems for the benefit of SA Health units.</p> <p>Clinical and PAS leadership and engagement is paramount to continue to drive business change across the health system with particular focus on developing new business models of patient care. As a result, clinical and administration engagement for the implementation of any new clinical or PAS systems will be critical to ensure effective and efficient delivery of fit-for-purpose solutions.</p> <p>With a statewide EMR embedded across metropolitan hospitals and implementation occurring in regional hospitals, SA Health is well positioned to drive innovation and optimisation to improve patient care and patient outcomes through improved data analytics and interoperability.</p> <p>New and emerging clinical information technologies, including AI and machine learning, will play a pivotal role in supporting the South Australian health agenda by providing the means of transforming SA healthcare: a single information system for partnerships in care at all times in all places.</p>

## 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.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

*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:**



**Version control and change history**

<b>Version</b>	<b>Date from</b>	<b>Date to</b>	<b>Amendment</b>
V1	10/02/2017	09/04/2017	Original version.
V2	10/04/2017	04/07/2017	Safety & Quality statement in General Requirements.
V3	04/07/2017	10/07/2018	Minor formatting with order of information amended.
V4	11/07/2018	26/03/2019	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/2019	04/06/2019	Added categories for immunisation requirements on front page.
V6	05/06/2019	25/06/2019	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/2019	09/06/2020	Updated legal entities to include new regional LHN's.
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/2021		Inclusion of integrity statement under Code of Ethics on Page 6
V10	08/12/2023		