

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Emergency ICT Critical Systems Specialist
Position Number:	524988
Classification:	General Stream Band 8
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing – Ambulance Tasmania
Position Type:	Permanent, Full Time
Location:	South
Reports to:	Manager - Technical Services
Effective Date:	October 2021
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	<p>Relevant tertiary qualifications and/or equivalent professional ICT experience in a similar organisation</p> <p>Substantial experience within the ICT field, including undertaking senior roles</p> <p>Extensive high-level experience and skills in ICT Project Management, research, planning, analysis and problem solving</p> <p>Experience in ambulance or emergency management with understanding of the critical ICT systems used to support ambulance communication operations</p>
Position Features:	Out of hours on call services is required as part of a rotating on-call roster

Note: 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:

The Emergency Information Communication Technology (ICT) Critical Systems Specialist provides a strong strategic and technical focus on ICT systems critical to the effective delivery of emergency and other ambulance services within Tasmania.

This position is responsible for:

- Management of the Emergency (ICT) functions of Ambulance Tasmania's Secondary Triage and State Operations Centre (SOC) critical systems, including systems maintenance and adherence to compliance requirements.
- Providing leadership to ensure Ambulance Tasmania's critical and emergency ICT systems are contemporary, highly functional and effectively support organisational business requirements.
- Providing high-level and authoritative advice to Ambulance Tasmania senior management relevant to the current and future critical and emergency ICT systems.

Duties:

- Provide high-level ICT advice to Technical Services management, other relevant managers and Ambulance Tasmania's Senior Executives on strategic, operational and tactical processes relative to Ambulance Tasmania's critical and emergency systems.
- Establish documentation to support adherence to best practice principles relevant to Ambulance Tasmania's ICT systems, including processes, planning, maintenance, management, Disaster Recovery and ICT Business continuity.
- Development of policies and procedures and standards, as well as Minutes, Budget Submissions, reports and other documentation for organisational, Departmental and Government purposes.
- Establish and review processes to enable rapid identification, management and resolution of issues and risks.
- Undertake investigations of critical systems issues and provide timely reporting and documentation, including recommendations to relevant managers and Senior Executives and relevant managers.
- Plan, develop, implement and review critical system changes, applying project and change management methodologies.
- Negotiate and liaise with stakeholders and vendors to facilitate the appropriate support and development of Ambulance Tasmania's ICT systems and make recommendations whether changes should be approved.
- Participate in the definition of ICT architecture, standards and system design needs for critical systems based on new and emerging technologies and establish priorities and strategies consistent with Ambulance Tasmania's goals and economic viability.
- Represent Ambulance Tasmania on working groups, interdepartmental committees and other groups, as required.
- 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 and related training.
- 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 incumbent operates under minimal supervision with a high degree of autonomy and is expected to maintain standards as per the directives and the broad direction of the Manager - Technical Services.
- The Emergency ICT Critical Systems Specialist is responsible for:
 - Consulting with internal and external stakeholders across the State to understand business requirements and planning and implementing effective communication infrastructure to support expanding and changing service delivery requirements
 - Managing service delivery activities and projects within resources allocated
 - Coordinating, supporting and maintaining applications associated with the production of electronic patient care records
 - Providing leadership in the delivery of state-wide services including coordination of team activities and ensuring staff professional development is maintained.
- The occupant will perform the duties allocated consistent with Ambulance Tasmania's organisational values and will promote, role model and support those values in the workplace.
- 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.
- Health Care Workers within Ambulance Tasmania are expected to comply with the *Ambulance Tasmania Clinical Staff Immunisation Policy*. This position is a designated Category B position.

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. High-level knowledge and understanding of a broad range of ICT processes and solutions and an understanding of future trends with these technologies as applied to the ambulance industry, including architecture relevant to ambulance and/or health operations.
2. Extensive experience and skills in all areas of system administration, with sound understanding of ICT security management.
3. High-level knowledge, understanding and experience in information technology systems and networks, including an understanding of contemporary ICT technologies, such as clinical decision support and computer aided dispatch systems.
4. Proven strategic, conceptual, analytical and creative skills including the ability to develop and make sound judgments about the application of information and communications technology in an out-of-hospital environment.
5. High-level written and verbal communication skills, including experience in effectively negotiating and resolving conflict with internal and external stakeholders.
6. Proven project and change management experience together with the demonstrated ability to work collaboratively and lead a team of ICT professionals, as required.
7. High level strategic and business focus, including planning, leadership and project management skills, including a demonstrated capacity to provide advice and innovative solutions and services, and determine priorities within a complex work environment.

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 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](#).