

## Position Description

### Position Details

<b>Title:</b>	ICT Systems Administrator
<b>Service:</b>	Finance, Infrastructure and Technology
<b>Reports to:</b>	ICT Service Delivery Manager
<b>Cost Centre:</b>	0808
<b>Employment conditions:</b>	<ul style="list-style-type: none"> <li>• Is subject to the Victorian Stand Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022</li> <li>• Gateway Health's Code of Conduct, policies, procedures and standards as varied from time to time, including Child Safe Standards.</li> </ul>
<b>Classification and Code:</b>	<ul style="list-style-type: none"> <li>• HS – Grade 2</li> <li>• 1.0 EFT</li> <li>• Superannuation</li> <li>• Salary packaging as per Agency policy</li> <li>• Ongoing</li> </ul>
<b>Performance Review:</b>	Upon completion of probationary/qualifying period, and annually or as requested.
<b>Location:</b>	Based at either Wangaratta or Wodonga; travel to and working at the other site will be required.

### About Gateway Health

**Our Vision** People Living Well

**Our Mission** Gateway Health provides primary health care & support to all in our community & focuses on providing services to those with the highest risk of poor health.

**Our Values** We care – We work together – We achieve – We learn – We Innovate

These five values reflect the way we interact with consumers, our approach to service delivery & how we look after each other. Gateway Health strives for an achievement culture that encourages innovation & initiative. We build & foster strengths-based programs that focus on support & recovery. Our staff are our greatest asset.

Services are delivered by over 350 staff members at sites in Wodonga, Wangaratta & Myrtleford in Victoria, & through outreach services provided across North East Victoria & Southern NSW. A broad range of services are provided by Gateway Health including Bulk Billing Medical Practices, Allied Health, Alcohol & Drug services including Home Based Withdrawal, Counselling services, Gamblers Help, Health Promotion, Chronic Disease Management, Aged Care Services including Assessment, Disability Services, Mental Health, Indigenous, Young Parenting & Men's Behaviour Change programs. Other programs include headspace, Youth Services, Gender Service, Refugee Health & Sexual and Reproductive Health.

Gateway Health is an Equal Opportunity Employer and promotes a workplace that actively seeks to include, welcome and value the unique contributions of all people, including people with disability, young and mature age candidates, Aboriginal people, Torres Strait Islander people, people identifying as LGBTIQ+ and applicants from culturally diverse backgrounds.

## **Purpose of the Position**

This position is responsible for being primary support for the established ICT systems of Gateway Health. This involves staff and tenant support, resolving issues, documenting and establishing standard configurations of equipment, processing requests and maintenance of assets and systems.

The individual will have the ability to multi-task, prioritise and effectively manage workload.

## **External Relationships**

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Liaises with:

- Tenants and occupants of Gateway Health premises
- External vendors/suppliers

## **Internal Relationships**

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- All Gateway Health staff members

## **Positions Reporting to this Position**

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- None

## **Key Responsibilities**

- Provide technical escalation point for base-level administrators for standard and non-standard ICT requests.
- Work with internal parties to ensure ICT operational tasks and projects are completed within required timeframes and milestones are met.
- Complete, coordinate and escalate standard and non-standard ICT issues and requests.
- Liaise with staff, senior technical resources and management level positions to seek and communicate information required to resolve or update parties on completion of requests, issues and projects.
- Establish and maintain appropriate work procedures for the ICT Team.
- Contribute to ongoing development of ICT policies.
- Work to ensure current policy and procedures are understood and adhered to.
- Prepare documentation and reports for use by management.
- Liaise and consult with external agencies regarding routine transactions.
- Liaise with suppliers for the routine purchase and delivery of health service supplies.

## **Quality Improvement, Safety and Risk**

- Maintain a safe working environment for self, colleagues, clients and members of the public
- Identify report and manage risks and ensure actions are taken to prevent and minimise harm to the organisation and consumers and staff of Gateway Health; including steps to minimise risk of infection to consumers, staff, contractors, volunteers and members of the public.

- Participate in activities to ensure compliance with legislation, regulations, Health and Community Service Standards, Human Service Standards and any other relevant standards.
- Actively contribute to organisational quality improvement and safety initiatives.

### **Organisational Responsibilities**

- Promote Gateway Health as a quality service provider and represent the organisation as a leader in its field in relevant industry and sector forums as required.
- Demonstrate culturally competent interactions with Aboriginal people. Gateway Health requires all staff to provide a holistic and inclusive approach to the health needs and rights of Aboriginal people.
- Demonstrate sensitivity, empathy and respect for the diversity of customs, values and spiritual beliefs of others at all times – members of the community, clients and colleagues.
- Where relevant collaborate with consumers and the community in the development, implementation and review of service planning, policies and quality improvement activities
- Assist with the supervision of students where appropriate
- Uphold and protect consumer rights and maintain strict confidentiality
- Understand and act in accordance with the Gateway Health Values and Code of Conduct when carrying out duties and in dealing with staff and key stakeholders.

### **Key Result Areas**

- 100% compliance with mandatory training requirements as outlined in the Gateway Health Learning and Development Procedure
- Active participation in the annual performance development and review process
- Maintain confidentiality on all issues relating to the organisation, clients & colleagues
- Active participation in professional development and supervision
- Actively completes staff ICT requests and logged incidents via Service Desk
- Improves and streamlines processes and procedures for the ICT Team.

## Key Selection Criteria

### Essential

1. Completed or in-progress Diploma level training and/or equivalent experience to AQF Level 5 – technical and theoretical knowledge in specific or broad ICT technologies.
2. High level computer literacy skills including proficiency in Microsoft suite.
3. Solid communication and interpersonal skills (including working in an objective & confidential manner)
4. A working knowledge of Windows Server and Desktop operating systems.
5. Exceptional attention to detail, organisation and time management skills, particularly in high-pressure situations.
6. Current Australian Drivers Licence
7. Satisfactory National Police Records, Disability Worker Exclusion Scheme and Victorian Working with Children Checks must be provided prior to commencement.

### Desirable

1. Several years' experience working in a community health, private or public sector organisation in equivalent position.
2. Experience in managing VMWare virtualisation, Dell infrastructure environments would be advantageous.
3. ITIL qualification or equivalent IT Service Management training or qualification.

## Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying).
- Sitting, standing, bending, reaching.
- Computer work, data entry.
- Operating equipment.
- Use of personal protective equipment.
- General waste handling.
- Driving motor vehicles.
- Dealing with anxious or upset staff, consumers or members of the public.
- Work at other locations may be required.

<b>Reviewed by</b>	
<b>Date Issued</b>	
<b>For Review</b>	Annually

I acknowledge:

- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by:

Employee Signature \_\_\_\_\_ Date: \_\_\_\_\_

Print Name \_\_\_\_\_