Goulburn Valley Health

Position Description

Position Title:	Network & Systems Engineer
Reports to:	Technical Operations Team Leader
Department:	Hume Rural Health Alliance
Directorate:	Chief Executive Officer
Cost centre:	Y2038
Code & classification:	Grade 3 (HS3- HS25)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. GV Health is the lead agency for the Hume Rural Health Alliance (HRHA) which is responsible for the provision of core Information and Communication Technology (ICT) products and services in accordance with the Rural public healthcare agencies' ICT Alliance Policy (2021). HRHA operates under a joint venture arrangement and the role, governance and function of HRHA is detailed in the Rural ICT Joint Venture Agreement (JVA) HRHA. The members of the JVA comprise 16 public health services across the Hume Region.

The Hume Rural Health Alliance (HRHA) joint venture is aimed at meeting the growing Health Services needs of the region. The emergence of this alliance also reflects the national and global trends in government investment focused upon delivering patient centred information systems which drive efficiencies and improvement in patient care.

The initiatives managed by HRHA for the region pursue the ability to digitalize the regional healthcare environment, providing the best outcomes for patients while improving the proficiencies for each health service.

The HRHA members consists of 16 Health Services delivering a range of acute, subacute, mental health, aged, primary health and community services across the Hume Region.

- Albury Wodonga Health
- Alexandra District Health
- Alpine Health
- Beechworth Health Service
- Benalla Health
- Nathalia, Cobram and Numurkah Health
- Corryong Health
- Gateway Health
- Goulburn Valley Health
- Kilmore District Health
- Mansfield District Hospital
- Northeast Health Wangaratta
- Seymour Health
- Tallangatta Health Service
- Yarrawonga Health
- Yea and District Memorial Hospital

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health and more broadly to HRHA with the key elements summarised below.

Vaccinations against COVID-19 are a mandatory requirement of this role. Vaccination against preventable diseases is also highly recommended. You will be required to provide evidence of your vaccination status during the application process.

OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.

CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

Compassion

- We treat others as we would be treated;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.

Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions ;
- We respect the input of different disciplines and areas of expertise.

Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We are always striving to do better;
- We connect patients to further care and information.

Accountability

- We are responsible for our actions;
- We are courageous in our decision making and acknowledge our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.

Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.

Ethical behaviour

- We hold ourselves to high standards;
- We are aware of our professional boundaries, especially in our rural setting;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.

ROLE PURPOSE

Across the Hume region, the health services are experiencing the need to uplift digital maturity to improve patient care by uplifting the Core Information Systems and related infrastructure. The region's digital health program is aligned to the initiatives identified in the Victoria's Digital Health Roadmap 2021-2025 and works collaboratively with the Department of Health's Digital Health branch.

The Network and Systems Engineer role contributes to delivering information technology services for member health agencies as outlined within the HRHA Service Catalogue. This position is responsible for assisting with the stability and integrity of member agencies wide area networks, ICT Systems, voice & video services.

You will be required to assist the internal HRHA team in the planning, designing, developing and managing local area networks (LANs) Architectures and wide area networks (WANs), ICT Systems & Virtualization Infrastructure. This may include defining standards, monitoring systems, diagnostic processes and system optimisation. In addition, you will take an assistant role with the installation, monitoring, maintenance, support and optimisation of all network hardware, software and communication links across member agencies.

This position provides onsite and remote support, requiring close interaction with end-users, colleagues and third-party providers. You will demonstrate strong communication skills to illustrate technical issues, solutions and instructions through high quality, concise technical documentation.

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Responding to incidents and service requests logged through the service desk tool in a timely manner, ensuring service levels are maintained. It is a responsibility of all HRHA Team members to maintain the accuracy of information within the service desk system, including completing work log activities for incidents, service requests, problem, project and change management activities. Assist with the creation of documented solution articles for both user and technical use and maintain the Configuration Management Database.
The role ensures that the member health service IT Networks are maintained, upgraded and supported, and any emerging problems are escalated for resolution.

This role also provides support to the Technical Operations Team in coordinating services in relation to upcoming projects and will liaise with various HRHA members and vendors regarding service delivery.

There may be occasions when the Network and Systems Engineer is called upon to provide out of hours support to resolve critical issues. The position may be required to participate in an on-call roster and perform after hours maintenance work to meet operational requirements across the HRHA member sites.

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES

Responsible for:

- Maintaining and creation of documentation as it relates to network configuration, network mapping and processes.
- Assist with maintaining IT Network hardware and software register and conduct regular audits.
- Troubleshoot and resolve WAN, LAN, Firewall and VPN system, escalating as required.
- Assist Technical Operations team with the maintenance of the network, infrastructure and core applications when required.
- Assist HRHA Vendors with the maintenance and configuration of third-party managed systems
- Perform information security related tasks on systems including patching and virus scan updates on client systems and networks, monitor virus scan detections and respond to minor security events, ensuring all events are escalated to management in a timely manner.
- Maximising network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with vendors on network optimisation.
- Securing network systems by establishing and enforcing policies and defining and monitoring access.
- The support and administration of firewall environments in line with IT security policy.
- The coordination and quality assurance concerning configurations of routing and switching equipment.
- Capacity management for IP addressing, hosted devices and switch port management within Health Services.
- Performing analysis of network security needs and contributes to design, integration, and installation of hardware and software.
- Maintaining and administering perimeter Security Information and Event Management (SIEM) System.
- Utilise tools to monitor systems daily and respond immediately to security or usability concerns.
- Adhere to and assist in the development of HRHA Standard Operating policies and procedures.
- Assist with hardware, software and technical solution evaluations to provide recommendations.
- Replying to Service Desk Requests to resolve problems or answer inquiries promptly.
- Completing Tasks and Projects assigned within given timeframes.
- Effective communication skills with all other business divisions, keeping all stakeholders updated with progress and final resolutions.
- Accurately maintain the Service Desk database, by ensuring all progress notes and communications are entered correctly and promptly.
- Participate in on-call roster providing 24x7 cover.
- Provide a high-quality service to internal customers and consumers that reflect best practice and adds value to alliance members.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to agencies.
- Recommending changes to the existing IT base platforms and ensuring that they are available for monitoring the performance of systems to provide early warning of potential problems.
- As part of our dispersed workforce, you will be required to work from other health services within the regions as requested.
- Travel throughout the Hume region as required, scheduled, and emergency overnight stays may be required.

QUALITY, SAFETY, RISK and IMPROVEMENT

- Ensure compliance and application of responsibilities as outlined in the GV Health Risk Management framework
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Investigate, evaluate, report and manage risk through appropriate systems and ensure actions are taken to prevent and minimise harm to all

- Contribute to organisational quality and safety initiatives and participate in the evaluation and continuous improvement processes
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Measure and respond to feedback and complaints including reporting findings to management and the appropriate committees
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

OTHER REQUIREMENTS FOR NON-CLINICAL EMPLOYEES

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Maintain confidentiality in regard to all information concerning GV Health and HRHA members, its consumers and employees
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Complete the mandatory training requirements as defined by GV Health
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

KEY PERFORMANCE INDICATORS

- Ensure Service Levels are adhered to as outlined in the HRHA Service Level Agreement.
- Service Desk work logs must reflect 6.5 hours spent working on requests daily.
- >95% of Incidents are updated within two (2) business days.
- <5% of service request backlog after twenty-eight (28) days.
- Provide resolution documentation of known issues, and submit to Service Desk Database
- Stay up-to-date with emerging technologies and industry trends.
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures
- 90% attendance and active participation at committees, working groups and meetings
  - Active participation in the Performance and Development review process

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV 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 employee(s).

KEY SELECTION CRITERIA:

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.*
- Relevant IT Degree, Associate Diploma or Certificate 3 in Information Technology or demonstrated ICT Service Desk experience.
- A minimum 3 years' experience in administration and technical support of IT Networks and end user support.
- Cisco Certified Network Associate (CCNA) or equivalent education.
- Attention to detail/high degree of accuracy
- Well-developed communication skills, both written and oral, sound interpersonal skills, and the ability to work with minimal supervision.
- Understanding and experience in providing effective technical support in relation to networking hardware including configuration and administration.
- Strong problem-solving capabilities with an analytical, systematic & effective approach.
- Knowledge of ITIL Framework
- Willingness to travel within the Hume region, with limited scheduled and emergency overnight stays.
- Ability to participate in on-call roster.
- Current Victorian Driver's License
- Evidence of full vaccination against COVID-19
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

Desirable

- Experiencing providing technical support to Cisco IP Telephony systems
- Cisco Certified Network Professional (CCNP)
- Experience working in the public health sector or related industry.
- Flexible approach to new and emerging technologies resulting in organisational change

Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (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.

Goulburn Valley Health

Position Description

The role may require the following tasks among other things:

CLERICAL / ADMINISTRATION ROLE

- sitting, standing, bending, reaching, holding, lifting
- computer work, data entry
- general clerical at varying levels, most likely related to searching or storage of online documentation
- use of personal protective equipment, if attending workshops or meetings onsite
- handling general waste, sensitive document destruction
- manual handling (pushing, pulling, lifting)
- pushing and pulling trolleys / filing
- work at other locations may be required
- shift work may be required
- driving motor vehicles
- dealing with anxious or upset consumers or members of the public
- Use of personal mobile telephone handset and active service for multi-factor authentication to securely access electronic systems and networks.

Reviewed by	Chief Information Officer - HRHA
Issued	May 2024
Reviewed	May 2025

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical 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.
- That GV 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 employee(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: _____   _____/_____/_____

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(Print Name)