Position Description

Position Title	Microsoft 365 Specialist
Position Number	30010965
Division	Innovation & Digital Services
Department	Architecture and Applications
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification Description	ADMINISTRATIVE Grade 5
Classification Code	HS5
Reports to	Manager, Application Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition, more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Digital Services Division

The Digital Services Division is charged with delivering technology solutions that deliver on our vision. As well as responsibility for the mainstream ICT services and support, the division encompasses the ePR project, Project Management Office, Clinical Analytics and associated resources including the Chief Clinical Information Officers.

The Division leverages ICT technologies and expertise to provide the technical foundations for innovation and transformation of our clinical service delivery. Critical to this is the successful implementation of an ePR in the acute setting and the development of innovative ways to use the data this will create. The Division is instrumental in building a strong culture of utilising health informatics and using data to drive innovation.

The Architecture and Applications Department

The Architecture and Applications department manage the implementation, consolidation, integration and development of corporate and clinical information systems at Bendigo Health. The team is responsible for the development, maintenance and availability of applications within Bendigo Health. The team is split into three functional areas. Two areas focus on delivery of services and products (applications) to their users. The third, focuses on the overall effective management of the BHCG portfolio of applications (software), understanding what we have, why and for whom.

Loddon Mallee Shared Services

The Loddon Mallee Shared Services (LMSS) model provides for a single Regional Chief Information Officer who oversees delivery of the core and non-core services to all members of the Loddon Mallee Rural Health Alliance (LMRHA). The services delivered by the LMSS enable a supported delivery of core services to all Agencies within the region, and access to non-core services as required, whilst leveraging its position to engage services to support all Agencies.

The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page

This position is responsible for managing and supporting our organisations Microsoft 365 ecosystem. As the Microsoft 365 Specialist, you will have experience and in-depth knowledge of Microsoft 365 services (Teams, Exchange Online, SharePoint, etc).

This role will support end-users, collaborate with cross-functional teams to ensure seamless integration and operation of Microsoft 365 systems, maintain system security, lead complex troubleshooting and incident

resolution, collaborate with other departments to understand IT requirements and implement solutions that align with business objectives.

Although Bendigo Health supports the concept of work / life balance, this role is expected to have a willingness and ability to occasionally work non-standard business hours and travel as required by the position.

Responsibilities and Accountabilities

Key Responsibilities

Microsoft 365 Administration:
- Manage and administer the Microsoft 365 services (PaaS and SaaS), including Exchange Online, SharePoint, OneDrive, Microsoft Teams, Power Automate, Co Pilot, MS graph and Office applications.
- Configuring, monitoring, and optimize Microsoft 365 services, ensuring optional performance and availability, whilst maintaining a highly available and secure environment.
- Collaborating with other internal teams in the administration of Azure Active Directory (AAD), ensuring security identity management, MFA (Multi-Factor Authentication), and role-based access control (RBAC).
- Implement and manage Microsoft 365 security features such as Conditional Access, Data Loss Prevention (DLP), email security configurations, and configuration of security policies.
- Configuring, monitoring and managing Power Platform environment, ALM, security, Pipelines and solutions.

License and User Management:
- Participation in budget planning and preparation in relation to Microsoft licensing.
- Provision, maintain, and deprovision user accounts, ensuring proper license allocation and compliance.
- Managing Microsoft 365 user groups, distribution lists, shared mailboxes and permissions.
- Track and manage software licenses for Microsoft 365 and other essential tools.

System Monitoring and Troubleshooting:
- Monitor system performance, alerts, and service health in Microsoft 365 and Active Directory.
- Diagnose and resolve issues with Microsoft 365 services, applications and related infrastructure.
- Provide end-user support and training for Microsoft 365 tools and applications.
- Documentation, reporting and compliance. eg Maintain comprehensive documentation of Microsoft 365 configurations, setup procedures and IT policies.
- Conduct periodic audits of security credentials and access rights to ensure compliance with policies and industry standards.
- Generate reports on usage, security and performance metrics for management review.

Miscellaneous:
- Educating users on best practices and new features.
- Collaborate with diverse stakeholders to understand IT requirements and implement solutions that align with business objectives.
- Stay updated with the latest updates and trends in IT technology and security to recommend improvements to the IT ecosystem.
- Advising on data governance and compliance.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Proven experience as a Microsoft Specialist or in a similar role, with a focus on Microsoft 365 administration.
2. Strong knowledge of Microsoft 365 services (PaaS and SaaS), Exchange Online, SharePoint, OneDrive, Teams, Power Platform, CoPilot, Etc.
3. Proven experience in managing and optimizing seamless file sharing, collaboration and data security across the organisation.
4. Hands-on experience in user account creation and deployment.
5. Strong troubleshooting skills and ability to diagnose and resolve complex issues.
6. Excellent communication and teamwork skills, with the ability to train and support non-technical users.
7. Ability to work independently and manage multiple tasks and projects in a fast-paced environment.

Desirable

8. Familiarity with hybrid environments, integrating on-premises and cloud-based services.
9. Experience with Microsoft 365 security features such as Conditional Access, DLP and compliance management.
10. Knowledge of Azure Active Directory (AAD), MFA (Multi-Factor Authentication), and role-based access control (RBAC).
11. Tertiary qualification or certificate III or above in Information Technology, Business or other relevant discipline
12. ITIL v3 foundation certification.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.