

# Position Description

Position Title	Support Technician
Position Number	30027035
Division	Innovation & Digital Services
Department	Information Technology Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector) (Single Interest) Enterprise Agreement 2021-2025
Classification Description	Administrative G1 L1
Classification Code	HS1
Reports to	Manager Support Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## 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 Innovation & Digital Services Division**

The Innovation and 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 Research and Development, Innovation, Project Management Office, Clinical Analytics and associated resources including the Chief Clinical Information Officers.

## **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 Information Technology Services Team**

Information Technology Services is responsible for the maintenance and development of Bendigo Health's local and wide area network, all personal computers and peripherals, support of all software from operating systems to the central patient management system. The team provides a full range of support activities including Service Desk support, hardware and software administration.

## **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.

Bendigo Health is looking for an individual to perform a varied and challenging Support Technician role. This position will perform a wide range of Tier 2 duties supporting staff, hardware, software, systems and associated administrative tasks. As such, a flexible attitude is essential, as is an ability to multi-task and communicate effectively with a broad range of staff.

## **Responsibilities and Accountabilities**

### **Key Responsibilities**

- Undertake a full range of support activities including user, hardware and software administration.
- Ensure all Incidents and Requests tickets are continually updated, and regular updates are provided to end-users.
- Participate in the support, troubleshooting, installation and updating of hardware & software.
- Provide high-quality customer service at all times.

- Ensure strict adherence to LMSS change control procedures.
- Ensure processes and procedures in place and current for key tasks, systems and services.
- Communicate courteously and effectively with non-IT and IT specialists alike to ensure customer and service level standards are met.
- Assist with projects as required.
- Other duties as required.

Employees are required to carry out lawful directions outlined above or delegated to them.

## 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

1. A minimum of 2 years' experience in like roles or relevant technical qualifications.
2. Working knowledge of ITIL practices. (ITIL v3 or 4 Foundation certificate will be highly regarded.)
3. Experience in using ITSM ticketing tools.
4. Excellent technical support knowledge and skills across Active Directory, Exchange & Microsoft Office Suite.
5. Excellent technical support knowledge and skills across Microsoft Desktop operating environments Windows 7/10.
6. Experience supporting a wide range of hardware such as PCs, smart phones and tablets.
7. Is relentlessly customer-focused and consistently maintains high levels of customer satisfaction.
8. Excellent client service skills with demonstrated experience managing client needs, including outstanding verbal and written communication and interpersonal skills.
9. Self-motivating: ability to work independently with minimal supervision.
10. Well-developed time management skills with the ability to prioritise and multi-task.

## 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.*