

## Position Description

Position Title	Manager Technical Services
Position Number	30027754
Division	Digital Services
Department	Technical Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 6
Classification Code	HS6
Reports to	Director – Technical Services
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>
Mandatory Requirements	<ul style="list-style-type: none"> <li>• National Police Record Check</li> <li>• Drivers Licence</li> <li>• Immunisation Requirements</li> </ul>

### Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

### Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

### Our Values

**PASSIONATE** – We are passionate about doing our best – for our patients, our colleagues and our community.

**ACCOUNTABLE** – We take ownership of our actions and outcomes, always striving for integrity and improvement.

**CARING** – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

## The Position

The Technical Services Manager is a leadership role within Digital Services, responsible for leading the Technical Services function across the Loddon Mallee health region. The role provides leadership and coordination for teams responsible for core infrastructure and technical platforms, working closely with the Director of Information Technology Services and other Digital Services leaders to support consistent, reliable technology services across supported health services.

The role has direct oversight of the Technical Services team, comprising specialists in network administration, unified communications, infrastructure management, systems administration, Citrix, Active Directory, and Microsoft Exchange, and works collaboratively with other Digital Services teams to enable effective service delivery and regional outcomes.

## Responsibilities and Accountabilities

The Technical Services Manager is accountable for the effective operational leadership of infrastructure and technical services, including service reliability, resilience, and sustainability. The role exercises delegated authority within established policies and frameworks, leads technical teams and service management activities, and contributes technical expertise to planning, delivery, procurement, and continuous improvement initiatives across the region.

## Key Responsibilities

- Lead the operational delivery of ICT infrastructure services across the Loddon Mallee health region, ensuring availability, performance, resilience, security, and service sustainability across all supported environments.
- Own the operationalisation of infrastructure platforms, including lifecycle planning, resilience design, and service maturity, translating approved strategies and architectures into executable operational plans
- Co-develop infrastructure roadmaps, investment options, and delivery plans in partnership with senior leadership, providing technical leadership, implementation considerations, and operational risk insights.
- Provide strong people leadership to the Technical Services team, with accountability for workforce capability, performance management, succession planning, professional development, and the establishment of a culture of accountability and continuous improvement.
- Represent Technical Services in regional forums, service governance meetings, and vendor engagements, working with, or as the delegate for, the Director.
- Build and maintain effective working relationships with internal stakeholders, regional health services, and managed service partners to ensure shared understanding of service expectations, priorities, and outcomes.

- Exercise delegated authority to make operational decisions within established policies, ITSM frameworks, and risk tolerances, escalating high-risk, high-impact, or cross-portfolio matters in line with governance arrangements.
- Lead incident, problem, and change management activities within the technical domain, including coordination of post-incident reviews and implementation of lessons learned to improve reliability and reduce recurrence.
- Plan, coordinate, and oversee infrastructure initiatives and works programs, ensuring effective delivery, operational readiness, and clear communication with stakeholders across the region.
- Maintain oversight of backup, recovery, and disaster recovery arrangements, ensuring technical preparedness and alignment with organisational resilience and cyber response frameworks.
- Provide informed cost estimates, forecasting inputs, and technical advice to support budget planning and business case development, and identify opportunities for cost efficiency.
- Lead and participate in procurement activities relevant to the technical domain, including requirements scoping, market engagement, vendor evaluation, service transition, and ongoing operational relationship management.
- Identify, manage, and escalate operational risks within the technical services domain, contributing to assurance activities, audits, and compliance obligations, and ensuring controls are embedded into day-to-day operations.
- Ensure appropriate visibility of infrastructure performance through operational metrics and monitoring, supporting trend analysis, proactive issue identification, and ongoing service improvements.

## Key Selection Criteria

### Essential

1. Tertiary qualification in Information Technology or related field and/or demonstration experience in an Information Technology leadership role.
2. ITIL V4 Foundation certification and/or demonstrated knowledge of ITIL V4 ITSM Management principles.
3. Demonstrated experience managing and leading teams
4. Demonstrated ability to develop and maintain effective business relationships with key stakeholders.
5. Extensive experience in strategic and operational Information Technology management including in-depth understanding of infrastructure, disaster recovery, and security principles.
6. Possess strong influencing and negotiation skills with the ability to produce quality outcomes to contribute to Digital Health capabilities of the Loddon Mallee region.
7. Demonstrated strong consultative skills, with the ability to communicate complex concepts to technical and non-technical audiences.
8. Excellent analytical and problem-solving abilities combined with audience-appropriate communication and presentation skills.

## Desirable

9. Proficiency in server & storage, networking, and systems. Microsoft Azure and Office/Microsoft 365 will be highly regarded.

## Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

*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.*