

Position Description

Position Title	Field Technician
Position Number	30028479
Division	Innovation & Digital Services
Department	Information Technology Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 3
Classification Code	HS3 – HS25
Reports to	Manager Support Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Drivers Licence • Immunisation Requirements

Bendigo Health

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

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

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

The Position

Reporting to the Support Services Manager, the role of Field Technician will be the onsite representative of the following dedicated support streams, Support Services - Tier 1 & 2, Applications Support and Technical Services Groups. As such, it will require close working relationships and direction from stream leaders in providing a broad range of end-user and infrastructure support.

Responsibilities and Accountabilities

Key Responsibilities

- Undertake a full range of support activities including user, hardware and software administration.
- Ensure all incident and request tickets are continually updated, and regular updates are provided to end-users.
- Participate in the support, troubleshooting, installation and updating of hardware and software.
- Be an escalation point for any after-hours onsite support required.
- Troubleshoot internet and network connectivity issues.
- Where required, provide site-level input to the LMSS Change Advisory Board and Design Authority regarding the needs of the organisation.
- Ensure strict adherence to LMSS change control procedures.
- Provide high-quality customer service at all times.
- 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.

Key Selection Criteria

Essential

1. Have at least 2 years of previous experience working as an IT Technician or similar role.
2. Relevant technical qualifications.
3. Experience in using ITSM ticketing tools. Working knowledge of ITIL practices. (ITIL v3 or 4 Foundation certificate will be highly regarded.)
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 and experience supporting Windows server environments.
6. Broad application support experience.
7. Experience supporting a wide range of hardware such as PCs, smart phones, tablets, audio visual and video conferencing end points.
8. Is relentlessly customer-focused and consistently maintains high levels of customer satisfaction with demonstrated experience managing client needs, including outstanding verbal and written communication and interpersonal skills.
9. Maturity, professionalism and flexibility to operate in an environment of change and continuous improvement.
10. Well-developed time management skills with the ability to prioritise and multi-task. Ability to work independently with minimal supervision and takes ownership for the delivery of required outcomes.

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.
- 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.