

## Position Description

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| Position Title             | Senior Business and Technical Specialist   |
| Position Number            | 30011042   |
| Division                   | Digital Services   |
| Department                 | Clinical Information Systems   |
| 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 Clinical Information Systems  |
| Management Level           | Tier 4 - Shift Managers, Team Leaders & Supervisors  |
| 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](#)

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

The Senior Business and Technical Specialist reports to the Director Clinical Information Systems and works directly with the broader business to bridge the gap between business needs and technical solutions. They are responsible for overseeing the technical aspects of existing IT solutions, such as Kofax (scanning) and the Digital Medical Record (DMR), including interfaces, work packages and specifications whilst advocating for end-user requirements and optimisation.

In addition to this, the position will be required to analyse business requirements, design and implement IT solutions, and manage projects to ensure alignment with business.

## Responsibilities and Accountabilities

The Senior Business and Technical Specialist will be required to investigate, identify and strategically source suitable replacement software that meets the needs of the business, effectively negotiate contracts, pricing, and service level agreements with suppliers, and lead and manage IT projects, ensuring they are delivered on time, within budget, and meeting the defined requirements.

### Key Responsibilities

- Identify, analyse and document business processes, technical functions, and user stories to enhance business systems and ensure functional requirements are documented.
- Map workflow processes, detailing current and future processes, to assist implementation of a clinical or administrative system and model of care.
- Maintain business as usual tickets for Kofax and DMR, resolving complex and escalated technical issues and troubleshooting software problems.
- Extensive understanding of Kofax and DMR application architecture and systems in which they interface.
- Collaborate with other teams and departments, and contribute to the development and improvement of Bendigo Health's technical solutions.
- Investigate, identify and strategically source suitable replacement software that meets the needs of the business, and provide technical advice and expertise to vendors and the business to ensure replacement solutions are the most appropriate and will enable successful business transformation and change.
- Staying up-to-date with the latest technologies and trends to recommend appropriate solutions.
- Maintain business relationships with solution suppliers.
- Support contract negotiations, pricing, and service level agreements with suppliers.
- Independently manage and coordinate technical project activities, providing progress updates as required.
- Develop, review, and manage IT contracts to ensure compliance and mitigate risks.
- Knowledge of Bendigo Health's procurement system and processes.
- Undertake a full range of support activities including troubleshooting, issue resolution and application administration.
- Ensure all Incidents and Request tickets are continually updated, and regular updates are provided to end-users.
- Liaise with and provide detail to team members, stakeholders and external resources to encourage communication and collaboration for all technical requirements.
- Interact with an online project management portal, including document libraries, risk and issue register, electronic data collection templates and online team collaboration processes.

- Identify, document and escalate potential risks and provide recommendations for effective control strategies to minimise risk.
- Ensure IT solutions comply with relevant regulations and security standards.
- Lead with recommendations on appropriate changes to Bendigo Health's clinical systems and workflow.

## Key Selection Criteria

### Essential

1. Degree or postgraduate qualification in health, business, information technology or a related field. A minimum of five years' experience working within a hospital or healthcare environment including at least four years' experience in a senior business or technical role, with demonstrated leadership.
2. Demonstrated experience in managing large-scale change initiatives by providing coaching, mentoring and clear direction while fostering continuous improvement.
3. Ability to operate effectively in dynamic, evolving environments.
4. Strong ability to identify system/process issues and implement sustainable, well-tested solutions.
5. Excellent written and verbal communication skills, with the ability to collaborate across clinical, technical, and vendor groups.
6. Demonstrated ability to prioritise competing demands, manage tight deadlines, and maintain attention to detail.

### Desirable

7. Experience with Kofax and DMR, including system delivery or optimisation.
8. Experience supporting system integration or optimisation.
9. Understanding of change control processes, digital health standards, and clinical safety principals in system delivery.

## 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.*