

Position Description

Position Title	Integration Officer
Position Number	30025682
Division	Digital Services
Department	Architecture and Integration
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 4
Classification Code	HS4 – HS29
Reports to	Manager, Architecture & Integration
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 • 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](#)

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

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 to support the Integration Specialist and their current workloads, liaise with the business to understand, scope and develop integration solutions. The expectation is that the Integration Officer will be Last updated 16 December 2025 able to assist in maintaining and provide support for existing interfaces and integration end points within the LMSS region.

Understanding that health integration is a unique field, the position will have access to the Integration Specialist to help develop their knowledge of health specific integration within the Microsoft Development Suite, as well as key training courses to extend their current knowledge/experience.

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.

The Architecture & Applications department operates 24x7x365, with the requirement for out of hours work and escalation roster, which you will be compensated for.

Responsibilities and Accountabilities

Key Responsibilities

- Actioning/monitoring the support ticket queue
- Actioning/monitoring performance and availability alerts
- Provide technical expertise in regards to scoping integration requirements, developing interfaces and implementing them in accordance with Bendigo Health IT policies and processes
- Develop and maintain accurate system documentation including change requests, as-built documents, user guides and maintenance processes.
- Identify potential areas of improvement with respect to integration best practises
- Provision of operational reporting including metrics and statistics
- Liaise with networks, systems and applications teams as required
- Develop and maintain a program of self-development

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. Diploma/Bachelor of Information Technology or 2+ Years in technical Integration industry experience.
2. Knowledge/Experience of any ESB (Enterprise Service Bus) Engines such as Microsoft BizTalk.

Desirable

3. Knowledge of different messaging formats and integration protocols including but not limited to: HL7 2.x, CDA, XML, EDI, RESTful Web Services, FHIR and DICOM.
4. Demonstrated organisational and time management skills, including the ability to work to deadlines across multiple tasks, often in an environment of competing demands.
5. Ability to maintain system documentation identifying data flows and end points.
6. Ability to communicate ideas in both technical and user-friendly language including documentation.

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.