



IT Officer (Dubbo)

Thank you for your enquiry.

This Information Pack is designed to inform you about the organisation and the role, identify the selection criteria we will be using to select the right candidates, and explain the application process. If you have any questions about this position after you have read this document, please contact Peter Bonnington on 1300 699 167.

The Western NSW Primary Health Network (WNSW PHN) is an independent, not-for-profit organisation funded by the Commonwealth Department of Health and plays a pivotal role in supporting GP General Practice and Primary Health Care services to better meet the health needs of the community and patients. WNSW PHN is an agile and high performing organisation that responds to the identified needs of the community, Commonwealth and State health policy, and the development needs of primary health care providers.

The WNSW PHN works with a range of primary health care oriented councils and clinical service providers to plan and fund programs based on the health needs of the region in order to better connect local health services to meet local health needs.

Position Advertisement

IT Officer Dubbo

**Full-time maximum term contract until 30 June 2018
(with potential for further extension)**

The IT Officer role works collaboratively across Western NSW Primary Health Network (WNSW PHN) to support the IM/IT Manager implement, maintain and review the organisation's Information Technology and Information Management systems to ensure the organisation is well placed to meet its strategic goals.

This role works collaboratively to:

- Ensure the IT needs of end users are addressed quickly and efficiently
- Carry out monitoring and maintenance of WNSW PHN systems and networks
- Solve technical problems and respond to support issues via phone and email
- Assist in implementation, maintenance and support of ICT projects
- Set up and deploy technology hardware and assist with asset management
- Provide training on various technology platforms to staff as required.

The successful applicant will possess the skillset and experience to:

- Maintain the quality and efficiency of WNSW PHN IT systems

- Provide IT support services to WNSW PHN staff (including those off-site) in a timely fashion including recording incidents and service requests into the service desk system
- Conduct regular training for new and existing staff
- Provide access to IT systems for new members of staff - this includes email, file server and other IT systems access where required
- Procure, configure and install IT assets for WNSW PHN staff
- Configure and maintain WNSW PHN telephony systems
- Develop user guides and technical manuals for staff
- Administration of WNSW PHN document management system
- Make recommendations regarding new hardware and software purchases to the IM/IT Manager
- Implement WNSW PHN IT equipment purchasing plan and ensure IT equipment asset register is maintained
- Maintain and update the ICT contracts in the service desk system
- Repair and maintain hardware as needed
- Provide assistance where required to maintain database systems and develop reporting tools
- Install software updates
- Maintain software register and licences
- Maintain daily monitoring of WNSW PHN servers and back up system
- Maintain WNSW PHN website and intranet. Run regular checks to ensure that security profile information is current
- Co-ordinate the application, use and storage of digital certificates
- Assist the IM/IT Manager evaluate new systems and technology to increase the efficiency, reliability and quality of WNSW PHN information and data.

We pride ourselves on being supportive and flexible and offer a great range of benefits including:

- Generous salary packaging up to \$15,900 per year
- Professional development opportunities
- Flexible working arrangements
- Supportive team environment
- Collaboration with passionate likeminded professionals
- Additional leave between the Christmas and New Year period
- Opportunities to be innovative

For an outline of responsibilities, selection criteria and information on how to apply, please refer to the Employment tab in the 'About Us' section of our website www.wnswphn.org.au/about-us/employment

Applications close Friday 27th October 2017

Guidelines for Applicants

These guidelines aim to assist you in submitting applications for advertised vacancies with the Western NSW PHN.

Applying for a position

The following may assist you in preparing your application:

- Obtain and carefully read the Information Package for the position of interest.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If you need to, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate your skills, experience, knowledge and ability against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took and summarise the subsequent result. Keep your response to no more than two pages, plus your Resume/Curriculum Vitae (CV).
- Be aware of the closing date and where and how to lodge your application (for details see below). If, for any reason you cannot submit your application by the closing date, you should ring the contact officer to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids, etc) to assist you to attend an interview, please discuss these with the contact officer when the interview is being arranged.

What you need to include in your application

The WNSW PHN uses a streamlined approach to recruitment. All applications require:

1. A cover letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (as listed on the last page of this document)
3. Resume/Curriculum Vitae (CV) that should include information about:
 - a. contact details including telephone number and email address
 - b. education/qualifications
 - c. an employment history summary including (for each position):
 - i. the employer
 - ii. start and finish dates
 - iii. your position/title
 - iv. your responsibilities and achievements in the position

d. a summary of your skills

e. professional memberships

f. the names of two work related referees (must be work related and senior to the position you hold), and other relevant information that will support your application not covered elsewhere.

4. Any other supporting documentation, e.g. copy of your qualifications

Submitting your application

Applications should be submitted via email (by the closing date and time) to:

hr@wnswphn.org.au

or posted to:

Human Resources
Western NSW PHN
First Floor,
187 Brisbane Street
PO Box 890
Dubbo NSW 2830

Position Description

Position Title:	IT Officer
Position Location:	Dubbo
Position Reports To:	IM/IT Manager
Team:	Corporate Services
Contract Type:	MaximumTerm Full-Time
Industrial Instrument:	Health Professionals and Support Services Award 2010
Position Classification:	TBC
Delegated Authority:	As defined in the Delegations Policy

Position Purpose

The IT Officer role works collaboratively across WNSW PHN to support the IM/IT Manager implement, maintain and review the organisation's Information Technology and Information Management systems to ensure the organisation is well placed to meet its strategic goals.

This role works collaboratively to:

- Ensure the IT needs of end users are addressed quickly and efficiently

- Carry out monitoring and maintenance of WNSW PHN systems and networks
- Solve technical problems and respond to support issues via phone and email
- Assist in implementation, maintenance and support of ICT projects
- Set up and deploy technology hardware and assist with asset management
- Provide training on various technology platforms to staff as required

Key Responsibilities:

IT Support

- Maintain the quality and efficiency of WNSW PHN IT systems.
- Provide IT support services to WNSW PHN staff (including those off-site) in a timely fashion including recording incidents and service requests into the service desk system.
- Conduct regular training for new and existing staff.
- Provide access to IT systems for new members of staff - this includes email, file server and other IT systems access where required.
- Procure, configure and install IT assets for WNSW PHN staff.
- Configure and maintain WNSW PHN telephony systems.
- Develop user guides and technical manuals for staff
- Administration of WNSW PHN document management system

Hardware and Software Maintenance

- Make recommendations regarding new hardware and software purchases to the IM/IT Manager.
- Implement WNSW PHN IT equipment purchasing plan and ensure IT equipment asset register is maintained.
- Maintain and update the ICT contracts in the service desk system
- Repair and maintain hardware as needed.
- Provide assistance where required to maintain database systems and develop reporting tools.
- Install software updates.
- Maintain software register and licences.
- Maintain daily monitoring of WNSW PHN servers and back up systems.
- Maintain WNSW PHN website and intranet. Run regular checks to ensure that security profile information is current.
- Co-ordinate the application, use and storage of digital certificates.
- Assist the IM/IT Manager evaluate new systems and technology to increase the efficiency, reliability and quality of WNSW PHN information and data.

Project Work

- Contribute expertise to, and take responsibility for, IT projects as directed.

Other

- Other duties required to support the IT/IM Manager as needed from time to time.

General Responsibilities:

- Demonstrate a commitment to WNSW PHN's vision and values.
- Respect confidentiality in line with the Privacy Act 1988 and related policies and procedures.
- Be aware of and adhere to WNSW PHN's policies and procedures.
- Be aware of individual responsibilities under the relevant Workplace Health and Safety legislation and report as necessary any untoward accident, incident or potentially hazardous environment.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend and participate in out-of-hours meetings and functions as required.
- Actively participate in staff development activities.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment utilised in the office.
- Undertake other duties commensurate with the role as required.

Selection Criteria:

Essential

- Relevant tertiary qualifications in IT, and/or combination of relevant training and minimum 3 years experience, including experience with the following:
 - Windows server and Microsoft SQL
 - Microsoft Office 365/Azure Administration
 - Remote desktop services
 - MS Office applications
 - Windows 7 and Windows 10
 - Active Directory, DNS and DHCP
 - SharePoint Administration
- Ability to diagnose software, communication and hardware faults and take the appropriate action
- Ability to manage tasks and small projects in an independent manner to achieve pre-defined outcomes
- Demonstrated ability to deliver exceptional customer service, prompt and timely execution of tasks, strong multitasking skills, and dealing with competing priorities
- High level of interpersonal skills, including being able to successfully present technical solutions to non-technical stakeholders
- Self-motivated and able to work constructively either alone or in a team environment
- Ability to do some out of work hours will be required (e.g. attendance at meetings) for which flexible working hours can be negotiated with manager

Desirable

- Understanding of local health issues and their impact on specific population groups
- Website and intranet maintenance, including web authoring and publishing tools
- Experience coordinating general telecommunications for the business (i.e. phones, data connections, goto meeting etc), including basic understanding of IP PBX and VOIP

- Database technologies
- IT asset management/tracking
- Experience with:
 - VMware and SAN experience
 - Network knowledge - VPNs, VLANs, Cisco
 - Azure Cloud service
- ITIL knowledge.

Special Conditions:

- Conditions of employment are governed by the industrial instrument specified in the first table, the Fair Work Act 2009, National Employment Standards, Western Health Alliance Limited Employment Contract and WNSW PHN policies and procedures.
- Out of hours work, on evenings and/or weekends, may be required from time to time for which flexible working hours may be negotiated with your Manager.
- Travel, including overnight stays, across the region within the WNSW PHN's boundary may be necessary from time to time. Occasional intrastate and/or interstate travel may also be required.

Appointment Prerequisites:

- Verification of eligibility to lawfully work in Australia. You must be an Australian or New Zealand Citizen, a Permanent Resident of Australia or possess a valid Australian Working Visa to be employed by WNSW PHN.
- Certification of tertiary qualifications and professional membership (if applicable to role).
- Verification of current NSW Drivers Licence.
- Verification of comprehensively insured motor vehicle (if applicable to role).
- National Police check (if applicable to role).
- Working with Children check (if applicable to role).