Information Pack for Advertised Positions

Thank you for your enquiry. This pack contains:

- information about the role and our organisation,
- guidelines for applying and
- the selection criteria we will be using to select the right candidates.

Information Technology Lead

Location: Dubbo, Orange, Bathurst or Broken Hill

Full time permanent contract

Western NSW Primary Health Network (WNSW PHN) is currently seeking a motivated individual who has a passion for primary healthcare and community wellbeing.

The WNSW PHN funds a range of health services and programs to improve access to care and better health for our communities.

The Information Technology Lead is responsible for overseeing the IT function across WNSW PHN, ensuring system stability, performance optimisation, backups, data management and disaster recovery planning. This role involves managing IT strategy, budget planning, and working closely with senior management to align IT services with organisational goals.

A key part of the role is leading digital transformation initiatives aimed at improving efficiencies, enhancing service delivery, and delivering greater value to the community. The Information Technology Lead will maintain infrastructure, support cybersecurity initiatives and manage relationships with external service providers to provide seamless technical support.

The position can be based in any one of our offices including, Dubbo, Orange, Bathurst or Broken Hill.

If you have any questions about this position after you have read this document, please contact **Graeme Allen on 0499 786 018.**

The salary for this position is Level 5, Grade 4 ($127,260 + superannuation).

Applications should be submitted via email by 11.59pm 20 April 2025 to:
hr@wnswphn.org.au

Selection Criteria

Essential

- Bachelor's degree in information technology, Computer Science, or a related field.

- Significant experience in systems administration.

- Proven experience in IT infrastructure management and performance optimisation.

- Strong experience in project management and disaster recovery planning.

- Proven Leadership in IT Management

- Experience with Digital Transformation Initiatives

- Cybersecurity Expertise

- Vendor & Managed Service Provider Relationship Management

- Strategic IT Planning & Budget Management

- Strong Communication & Stakeholder Engagement

- Capacity to travel within western NSW; hold a current driver's licence.

Desirable

- Experience working in the health, NGO or community services sectors

- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.

About Western Health Alliance Ltd (WHAL)
trading as Western NSW Primary Health Network (WNSW PHN)

The Western NSW PHN (WNSW PHN) is one of 31 Primary Health Networks across Australia. We are an independent, not-for-profit organisation funded by the Commonwealth Department of Health, established to support frontline health and wellbeing services. Our focus is to increase the efficiency and effectiveness of primary health care, ensuring people receive the right care in the right place at the right time.

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.   We work closely with general practice, Aboriginal Medical Services and other health care providers, Local Health Districts, non-government organisations and the broader community to plan and fund programs that support local health services to meet the health needs of our communities.

Benefits to working with WHAL

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

- Generous salary packaging options up to $18,450 per year
- Family friendly and flexible working arrangements (including Hybrid model)
- Collaboration with passionate likeminded professionals
- 5 weeks annual leave
- Additional leave between the Christmas and New Year period
- Option to purchase an additional 2 weeks leave or cash out 2 weeks
- Corporate Fitness Program (Fitness Passport)
- Professional development allowance and study leave
- 6 weeks paid parental leave
- Free Employment Assistance Program

Guidelines for applicants

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

For an outline of responsibilities, position description, selection criteria and information on how to apply, please refer to the Work With Us tab in the 'About' section of our website https://wnswphn.org.au/workwithus

WNSW PHN is an Equal Employment Opportunity employer. Aboriginal and Torres Strait Islander people are encouraged to apply.

PLEASE NOTE:

As part of your application, you must provide a separate statement addressing each of the selection criteria as well as your resume. If you do not provide these two documents, your application will automatically not be accepted.

Applying for a position

- Obtain and carefully read the information pack 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, contact the appropriate person identified in the pack.

- 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. 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.

Include in your application

- A cover letter introducing yourself and outlining your interest in the position

- Statement addressing each of the selection criteria (as listed on the last page of this document)

- 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.

Submit your application

Applications should be submitted via email hr@wnswphn.org.au

Position Description

Position Title:	Information Technology Lead
Position Location:	Dubbo, Orange, Bathurst or Broken Hill
Position Reports To:	Executive Manager Corporate Services & Governance
Portfolio:	Corporate Services & Governance
Contract Type:	Permanent full time
Industrial Instrument:	Western Health Alliance Ltd Enterprise Agreement 2021
Position Classification:	Level 5, Grade 4
Delegated Authority:	Level 3 - As defined in the Delegations Procedure

Position Purpose

The Information Technology Lead is responsible for overseeing the IT function across Western NSW Primary Health Network (WNSW PHN), ensuring system stability, performance optimisation, backups, data management and disaster recovery planning. This role involves managing IT strategy, budget planning, and working closely with senior management to align IT services with organisational goals.

A key part of the role is leading digital transformation initiatives aimed at improving efficiencies, enhancing service delivery, and delivering greater value to the community. The Information Technology Lead will maintain infrastructure, support cybersecurity initiatives and manage relationships with external service providers to provide seamless technical support.

Key Responsibilities:

Strategic Planning

- Developing and implementing a comprehensive IT strategy aligned with organisational goals.
- Identifying technology trends and evaluating potential solutions to improve business operations.
- Provide insights to the executive team on IT developments, infrastructure improvements and budget accordingly.
- Ensure that a strategic approach is taken to the selection of IM/IT systems that are sufficiently flexible to accommodate future possible organisational growth and change.
- Ensure that IM/IT expenditure provides good value for money, is cost effective but not at the expense of having a system that operates efficiently and effectively that is fit for purpose.
- Design, implement and maintain an effective system for document management that will facilitate efficient access to documents and that is consistently applied across the organisation, that minimises the opportunity for duplication

Information Governance

- Establishing data management policies and standards to ensure data quality, accuracy, and consistency.
- Implementing data retention and disposal procedures according to legal and regulatory requirements.
- Managing data access controls and user permissions.
- Ensure all systems meet cybersecurity protocols and data protection standards.
- Lead efforts to address security vulnerabilities and develop preventative measures.
- Develop, deliver regular reports on IM/IT team's strategic and operational contributions
- Act as the Data Custodian for the company per IMIT Policy.

System Management

- Overseeing the implementation, maintenance, and upgrade of IT/IM systems and infrastructure.
- Monitoring system performance and identifying potential issues.
- Managing system security and stability.
- Oversee system upgrades, performance monitoring, and troubleshooting.
- Develop and maintain a robust backup and disaster recovery plan to ensure business continuity.
- Ensure Federal and State legislative and regulatory requirements are met, including but not limited to those relating to privacy, medical records, data management and information technology.
- Assist staff with day-to-day issues that can be resolved in-house

Project Leadership

- Leading and managing IT/IM projects from initiation to completion, including budget and timeline management.
- Collaborating with cross-functional teams to define project requirements and deliverables.

Stakeholder Management

- Communicating IT/IM plans and initiatives to key stakeholders across the organisation.
- Gathering feedback from users to identify technology needs and address concerns.
- Manage relationships with IT vendors, ensuring service levels are met and cost-effective solutions are in place.
- Negotiate contracts with external service providers and ensure service agreements are adhered to.
- Develop and maintain a strong relationship with the managed service provider to ensure outsourced support aligns with WNSW PHN's vision, mission, objectives, and strategies.
- Ensure the managed services provided meet high performance standards and operational needs.

Compliance and Risk Management

- Ensuring adherence to relevant IT/IM data privacy and security regulations.
- Identifying and mitigating potential IT/IM risks.
- Ensure risk management approach is embedded in the organisations IMIT function.

Team Leadership

- Managing and mentoring IT/IM staff, fostering a culture of continuous improvement.
- Developing staff skills and knowledge through training and development programs.
- Completion of individual performance plans and annual reviews for direct reporting staff.
- Conduct regular meetings with direct reporting staff to provide effective feedback.
- Provide opportunities for continuous improvement through coaching and mentoring to
  direct reporting staff

Work Health and Safety

- Take reasonable care of their own health and safety and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply with WNSW PHN policies and procedures relating to health and safety.
- 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.

Statement of Organisational Commitment

The WNSW PHN is strategically focused on improving health outcomes for Aboriginal and Torres Strait Islander people living and connected to our region and plays a leadership role in transitioning the primary health care system through the development of culturally safe and aware models of care, ensuring access to quality health care and commissioned services. WNSW PHN recognises Aboriginal people as the original inhabitants of Australia and as the Traditional Custodians of the land. We encourage and promote a culture of diversity within our workforce. To continue to improve the way we work with Aboriginal communities, we encourage recruitment of local Aboriginal and Torres Strait Islander people within the region to add their voice to achieve health goals and priorities for our communities.

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.
- Ensure WNSW PHN health literacy principles and practices are known and applied.
- 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.
- Demonstrate and embed culturally safe practices into all work outputs and the workplace.
- Demonstrate and embed Corporate Social Responsibility in our business operations and interactions with their stakeholders.
- This role is a non-clinical support role and will not involve the diagnosis, treatment or provision of direct patient care of any type.

Competency Framework Key behaviours (refer to WHAL Competency Framework)	
Core Competencies	Role Requirement Level
Analytical Thinking	*(4) - Undertakes broader, complex analyses*
Initiative	*(4) - Takes action to realise future opportunities:*
Customer Focus	*(4) – Delivers best practice customer service*
Learning Orientation	*(4) - Expands existing boundaries of knowledge*
Results Focus	*(4) - Drives broader business results*
Direction Setting	*(4) - Conceptualise and design business strategy*
Teamwork and Co-operation	*(4) - Builds team effectiveness*
Influencing & Negotiation	*(4) - Uses a range of influencing strategies:*
Conceptual Thinking	*(4) - Clarifies complex information relating to broad business opportunities*
Judgement and Decisiveness	*(4) - Makes sound strategic decisions*
Planning & Coordination	*(4) - Manages competing organisational priorities*
Developing Others	*(4) - Provides highly detailed feedback to encourage longer term career development*
Leading the Team	*(4) – Generates strong commitment and enthusiasm*

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- Proven Leadership in IT Management
- Experience with Digital Transformation Initiatives
- Cybersecurity Expertise
- Vendor & Managed Service Provider Relationship Management
- Strategic IT Planning & Budget Management
- Strong Communication & Stakeholder Engagement
- Capacity to travel within western NSW; hold a current driver's licence.

Desirable

- Experience working in the health, NGO or community services sectors
- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.

Special Conditions:

- An understanding and commitment to [Cultural Safety](#) in the workplace.
- 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:

- Based on our assessments for operating a safe workplace in compliance with our WHS obligations, an inherent requirement of this role is that you will need to provide confirmation and supporting proof that you have been fully vaccinated against COVID-19 or any comparable future virus. This ensures that you, employees and community's safety and wellbeing is at the forefront of our site-based work.

- 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).

- AHPRA Registration verification (where applicable to role).

- Verification of current NSW Drivers Licence.

- Verification of comprehensively insured motor vehicle (if applicable to role).

- National Police check.

- Working with Children check (if applicable to role).