Goulburn Valley Health

Position Description

Position Title:	Systems and Cloud Engineer
Reports to:	Technical Operations Team Leader
Department:	Hume Rural Health Alliance
Directorate:	Chief Executive Officer
Cost centre:	Y2038
Code & classification:	Grade 5 (HS5 - HS33)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025 and its successors and GV Health Policies and Procedures (and as varied from time to time).

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. GV Health is the lead agency for the Hume Rural Health Alliance (HRHA) which is responsible for the provision of core Information and Communication Technology (ICT) products and services in accordance with the Rural public healthcare agencies' ICT Alliance Policy (2021). HRHA operates under a joint venture arrangement and the role, governance and function of HRHA is detailed in the Rural ICT Joint Venture Agreement (JVA) HRHA. The members of the JVA comprise 16 public health services across the Hume Region.

The Hume Rural Health Alliance (HRHA) joint venture is aimed at meeting the growing Health Services needs of the region. The emergence of this alliance also reflects the national and global trends in government investment focused upon delivering patient centred information systems which drive efficiencies and improvement in patient care.
The initiatives managed by HRHA for the region pursue the ability to digitalize the regional healthcare environment, providing the best outcomes for patients while improving the proficiencies for each health service.

The HRHA members consists of 16 Health Services delivering a range of acute, subacute, mental health, aged, primary health and community services across the Hume Region.
- Albury Wodonga Health
- Alexandra District Health
- Alpine Health
- Beechworth Health Service
- Benalla Health
- Nathalia, Cobram and Numurkah Health
- Corryong Health
- Gateway Health
- Goulburn Valley Health
- Kilmore District Health
- Mansfield District Hospital
- Northeast Health Wangaratta
- Seymour Health
- Tallangatta Health Service
- Yarrawonga Health
- Yea and District Memorial Hospital

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health and more broadly to HRHA with the key elements summarised below.

Vaccinations against COVID-19 are a mandatory requirement of this role. Vaccination against preventable diseases is also highly recommended. You will be required to provide evidence of your vaccination status during the application process.

OUR PURPOSE
Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS
Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.

CREATE Outstanding
CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

Compassion
- We treat others as we would be treated;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.

Respect
- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions ;
- We respect the input of different disciplines and areas of expertise.

Excellence
- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We are always striving to do better;
- We connect patients to further care and information.

Accountability
- We are responsible for our actions;
- We are courageous in our decision making and acknowledge our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.

Teamwork
- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.

Ethical behaviour
- We hold ourselves to high standards;
- We are aware of our professional boundaries, especially in our rural setting;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.

ROLE PURPOSE

Across the Hume region, the health services are experiencing the need to uplift digital maturity to improve patient care by uplifting the Core Information Systems and related infrastructure. The region's digital health program is aligned to the initiatives identified in the Victoria's Digital Health Roadmap 2021-2025 and works collaboratively with the Department of Health's Digital Health branch.

The System and Cloud Engineer reports to the Technical Operations Team Leader. The role is responsible for management, administration, resilience and availability of the on premise and cloud infrastructure supported by HRHA and critical to the delivery of patient care at our member health services. The role drives HRHA in adopting the latest proven cloud technologies and is responsible for designing, deploying, and maintaining cloud-based infrastructure and systems to support the operations.

The role provides technical Level 2 and Level 3 support and leadership to the Service Desk engineers and onsite IT Support officers, ensuring a high level of professionalism and responsiveness to deliver positive outcomes and delivery within the agreed service level targets.

The role is responsible for systems automation, creation of configuration reports, concise documentation to communicate effectively with stakeholders and escalation of issues to third party vendors where required. The role takes an active role in cyber security maturity uplift and incident response. The role is a key in providing mentoring and training on ICT best practices, and promote a high standard of customer service.

There may be occasions when the Systems and Cloud Engineer is called upon to provide out of hours support to resolve critical issues. The position may be required to participate in an on-call roster and perform after hours maintenance work to meet operational requirements across the HRHA member sites.

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES

- Provide Level 2 and Level 3 technical support.
- Maintain and support desktop, laptop, mobile and infrastructure devices standard operating environment configuration and ensure all devices on the network comply with this configuration.
- Provide support to Mobile Device Management system, including deployment of applications, device profiles, updates, and deletion
- Maintain and support localised and offsite backup systems, upgrades, resolve backup failures and restorations, aligned with the Department of Health standards.
- Maintain and support patching of infrastructure aligned with the Department of Health standards.
- Provide support to localised server applications, print and exchange servers, including maintenance, upgrades, and application management
- Provide support in relation to cyber security, implementing, managing, and monitoring cyber security tools and participating in cyber incident responses
- Complete annual disaster recovery testing of HRHA and member health services infrastructure, including engagement with stakeholders, issue resolution and report development.
- Mentoring junior members of the team and aiding as necessary
- Take accountability in the absence of the Technical Operations Manager to ensure continued operation of the department.
- Provide diagnosis and troubleshooting to Localised Area Network, work with third party providers to ensure successful resolution of incidents
- Replying to Service Desk Requests and monitoring alerts to resolve problems or answer inquiries within the agreed service level targets.
- Lead and participate in improvement initiatives and projects, completing tasks within given timeframes and budget.

- Design, deploy and maintain cloud-based infrastructure and systems using tier 1 cloud platforms.
- Effective communication skills with all other business divisions, keeping all stakeholders updated with progress and final resolutions
- Monitor on premise and cloud infrastructure, setting up alerts and automated reports, from disk space issues to more complex issues and resolving these.
- Accurately maintain the Service Desk system, by ensuring all progress notes and communications are entered correctly and in a timely manner
- Participate in on call roster providing 24x7 cover
- Assist the HRHA members in achieving clinical effectiveness by providing the appropriate systems, information, or services to clinical areas

QUALITY, SAFETY, RISK and IMPROVEMENT

- Ensure compliance and application of responsibilities as outlined in the GV Health Risk Management framework
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Investigate, evaluate, report and manage risk through appropriate systems and ensure actions are taken to prevent and minimise harm to all
- Contribute to organisational quality and safety initiatives and participate in the evaluation and continuous improvement processes
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Measure and respond to feedback and complaints including reporting findings to management and the appropriate committees
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

OTHER REQUIREMENTS FOR NON-CLINICAL EMPLOYEES

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Maintain confidentiality in regard to all information concerning GV Health and HRHA members, its consumers and employees
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Complete the mandatory training requirements as defined by GV Health
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

KEY PERFORMANCE INDICATORS

- Ensure high availability and performance of on premise and cloud-based infrastructure.
- Automate infrastructure and configuration management tasks.
- Implement security best practices for on premise and cloud infrastructure.
- 99% compliance with successful completion of backup schedules and patching schedules.
- 80% compliance with successful completion of Disaster recovery testing.
- Ensure infrastructure is up to date and upgraded continuously resulting in only less than 5% of infrastructure in the HRHA and member health services environment at end of life.
- Liaise with external suppliers for the provision of products and services as needed.
- Ensure Value for money and quality of service from product and service providers
- Provide resolution documentation of known issues, and submit to Service Desk Database
- Stay up-to-date with emerging cloud technologies and industry trends
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures
- 90% attendance and active participation at committees, working groups and meetings
- Active participation in the Performance and Development review process

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

KEY SELECTION CRITERIA:
Mandatory
- Commitment to the GV Health Values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.
- Relevant tertiary qualifications in Information Technology or equivalent industry qualifications or equivalent industry experience.
- Minimum of 7 years of experience in system administration and 3 years in cloud infrastructure management.
- Strong knowledge of server hardware, storage systems, and networking equipment
- Experience with virtualization technologies such as VMware or Hyper-V
- Experience with backup and recovery procedures and tools
- Knowledge of scripting languages such as PowerShell, Bash, or Python
- Proven, working experience of 2nd and 3rd level technical support and troubleshooting of Hardware & Software including Windows Server, Network and Communications equipment (bridges & routers) and virtualised Infrastructure
- Extensive experience installing, configuring & fault rectification of Microsoft Windows Server, network management and communication protocols
- Extensive experience Installing, configuring, and managing Microsoft Active Directory environments
- In depth knowledge of Microsoft Enterprise Software (e.g., Exchange, WSUS, WDS, RDS, Azure)
- Strong problem-solving capabilities with an analytical, methodical, and effective approach
- Ability to establish and maintain excellent customer relationships
- Proven ability to plan and prioritise work effectively in a dynamic work environment.

- Sound judgement and maturity to resolve sensitive and complex matters competently and independently.
- Evidence of full immunisation against COVID-19
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment
- Current Victorian Driver's License

Desirable
- Relevant certifications such as MCSE, RHCE, or CCNA are a plus
- Knowledge of ITIL Framework
- Experience working in the public helath sector or related industry.
- Postgraduate qualifications in Information technology, business administration or related discipline.
- Flexible approach to new and emerging technologies resulting in organisational change

Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

CLERICAL / ADMINISTRATION ROLE
- sitting, standing, bending, reaching, holding, lifting   - computer work, data entry   - general clerical at varying levels, most likely related to searching or storage of online documentation   - use of personal protective equipment, if attending workshops or meetings onsite   - handling general waste, sensitive document destruction   - manual handling (pushing, pulling, lifting)   - pushing and pulling trolleys / filing   - work at other locations may be required   - shift work may be required   - driving motor vehicles   - dealing with anxious or upset consumers or members of the public   - Use of personal mobile telephone handset and active service for multi-factor authentication to securely access electronic systems and networks.

Reviewed by	Chief Information Officer - HRHA
Issued	May 2024
Reviewed	May 2025

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____   _____/_____/_____

                    _____

                    (Print Name)