Position Description

Position Title:	Applications Systems Officer
Reports to:	Manager, Application Systems
Department:	Information Services - Application Systems
Directorate:	Chief Finance Officer,
Cost centre:	R1302
Code & classification:	Managers and Administrative Officers Grade 3 Levels 1-5 (HS3-HS25), Grade 4 Levels 1-5 (HS4 – HS29), Grade 5 Levels 1-5 (HS5-HS33) Depending on qualifications and experience
Employment conditions:	Health Allied & Managers & Admin Workers Enterprise Agreement 2021-2025 and its successors and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

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).

POSITION SUMMARY

The Application Systems Officer will assist with development and maintenance of Goulburn Valley Health's internal clinical viewer and its integrations, as well as working with clinical and business units to develop reports and information sources that assist then in strategic, tactical, and operational decision making.

The Application Systems Officer will provide support to the various clinical applications used by the Goulburn Valley Health and liaise with key stake-holders (internal and external) to ensure these systems are as effective as possible and assisting the organisation to achieve its vision. The incumbent will have a willingness to learn the various applications, be self-motivated and will continue to improve, develop and support GV Health software applications.

The Application Systems Officer will also assist in the improvement of clinical and business performance by either driving the enhancement of existing clinical and business workflows and systems or implementing new solutions as appropriate. Other duties and responsibilities will be allocated by the Manager, Application Systems as appropriate to the incumbent's capabilities and qualifications.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- Participate as the ICT representative for application, workflow, or reporting related projects involving new, migrated, or revised system integrations or data flows.
- Collaboratively participate in business requirements gathering and process mapping sessions.
- Provide advice and support to Project Managers on scope and timeframes relating to integration tasks.

- Provide support for technical assessment, data mapping analysis, and issues management.
- Provide support for implementation of test plans.

SOLUTION DESIGN AND DELIVERY

- Work with other members of the Application Systems team to:
- Ensure the Integration Platform system architecture, conventions, and implementation methodologies adopt principles of scalability, standardisation, and sustainability.
- Collaborate with application endpoint vendors and internal stakeholders to gather specifications and business rules for the development and deployment of messaging and integration interfaces.
- Incorporate data governance, data retention, and related information security policies into Integration Platform design decisions and ongoing data transport and data storage management.
- Liaise with third party professional services, system vendors, and project managers to deliver effective and timely solutions.
- Adopt methods and procedures to implement and test Integration Platform solutions and modules in line with functional requirements and development standards.
- Ensure the backup and recovery plans (and rollback plans) for the Integration Platform(s) supports the agreed targets for connected applications, and informs the associated business continuity process definition.

SYSTEMS MONITORING AND MAINTENANCE

- Work with other members of the Application Systems team to
- Ensure compatibility and capacity is maintained within the ICT environment to sustainably operate the Integration platform(s); brief management on future planning/ investment requirements
- Maintain knowledge of support status and vendor roadmaps for the Integration platform(s); brief management on future planning / investment requirements.
- Implement mechanisms for proactive alerting of system degradation or impeded message flow.
- Liaise with third party support providers / vendors to ensure configurations and monitoring are suitable to agreed service levels.
- Maintain register of integration and workflow implementations and endpoints, including key contacts.
- Maintain a working knowledge of the Integration Platform(s) and dependent system components.

CHANGE CONTROL

- Review change requests for consistency with Information Management Principles and standard IT operations, escalating exceptions to manager as required.
- Liaise with Information Services and other stakeholders such as Health Information on any changes that may affect any application level functionality, data availability, data integrity, or reporting function.
- Ensure all data integration packages, configurations, and environments are tested, validated, and documented before live deployment.

IT SERVICE DELIVERY (GENERAL)

- Actively abide by the IT Service Standard.
- Provide timely and professional Level 2 troubleshooting and support in response to Integration Platform and workflow system specific service requests.
- Ensure client accepts outcome at time of resolution, and gets regular updates on job resolution.

- Identify and record incident symptoms logged via service desk. Determine possible causes, and assign, action, or escalate for resolution, or approval.
- Monitor and report on project activity and progress, and disseminate to other team members where appropriate.
- Regularly contribute to the knowledge base in line with standard IT operations to minimise future downtime and rework.
- Recommend changes for the improvement of IT Service delivery in line with organisational requirements.

INFORMATION SECURITY

- Actively abide by, implement, and promote system access and privacy policies, and related security strategies and controls.
- Assist in the investigation and resolution of cybersecurity incidents where applicable.
- Participate in disaster recovery, backup, restoration and network security procedures.
- Apply GV Health standard security measures on all data integration packages, configurations, and environments before live deployment.
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TEAMWORK AND COMMUNICATION

- Actively assist, communicate and share knowledge across the Information Management team.
- Develop and contribute to continuous improvement initiatives within the organisation and the work procedures, practices and tools of the Information Management Department.
- Develop and maintain excellent rapport, professional conduct, and communication with internal and external customers.
- Monitor and report on project activity and progress.
- Maintain confidentiality on all issues relating to the organisation, clients and work colleagues.
- Represent IS on committees as required and actively participate in committee activities
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

KEY SELECTION CRITERIA

Essential:

- value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Tertiary qualifications in Computer Science/Information Systems or similar.
- Demonstrate technical IT skills in software applications/clinical systems.
- Designing and developing responsive web applications using HTML, CSS, JavaScript, and development platforms like Adobe ColdFusion, ASP.NET, or PHP.
- Integrating back-end services and databases using APIs.
- Collaborating with designers, developers, and stakeholders to ensure the best possible user experience.
- Writing clean, maintainable, and efficient code that is optimised and scalable.

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- Experience with database systems such as SQL Server or PostgreSQL.
- Troubleshooting and debugging issues
- Understanding the importance of deadlines and prioritisation of tasks.
- Ability to work autonomously as well as in the team environment.
- Satisfactory National Criminal History Check prior to commencement of employment.
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.
- Commitment to the GV Health Values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.

Desirable:

- Experience in a healthcare environment
- Possess good negotiation and conflict resolution skills.
- Effective communication skills, both written and verbal, with demonstrated capacity to communicate and negotiate with a variety of staff across GV Health.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour
- 80% attendance and active participation at committees, working groups and meetings
- Active participation in the Performance and Development review process
- Participate in professional development activities as approved by the Manager, IS.
- Progress and activity towards clinical projects from an IT perspective to enhance the usability and functionality for GV Health staff.
- Deliverables in accordance with the responsibilities in the GV Health Strategic Business Plan and the GV Health Information Management Strategic Plan
- Proactive management of applications
- Provide innovative solutions to clinical IT requirements
- Work collaboratively with clinicians and departments through attendance at relevant meetings

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;

- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Chief Finance Officer	Manager, Application Systems
Reviewed by:	Director, Information Services
Issue Date:	July 2025

ABOUT US

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, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:

COMPASSION   EXCELLENCE   TEAMWORK
RESPECT   ACCOUNTABILITY   ETHICAL BEHAVIOUR

GV Health Vision and Values: Values and Vision - GV Health

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: Strategic Plan 2024-2026 - GV Health

FOR MORE INFORMATION
Application tips: Application Tips - GV Health
GV Health: https://www.gvhealth.org.au/about/
Child Safety and Wellbeing: Child Safety and Wellbeing - GV Health
Living in Goulburn Valley: Goulburn | Regional Living Victoria
GV Community Connector: Community Connector Program for Businesses