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:	S1043
Code & classification:	Grade 5, Levels 1 – 5 (HS5 – HS33)
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)

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).

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 15 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
- Corryong Health
- Gateway Health
- Goulburn Valley Health
- Kyabram & District Health Service

- Mansfield District Health
- NCN Health
- Northeast Health Wangaratta
- Seymour Health
- Tallangatta Health Service
- Yarrawonga Health
- Yea and District Memorial Hospital

POSITION SUMMARY

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.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- 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 Hume Rural Health Alliance
- Replying to Service Desk Requests and monitoring alerts to resolve problems or answer inquiries within the agreed service level targets

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- 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 platform
- 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

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- Relevant tertiary qualifications in Information Technology or equivalent industry qualifications or equivalent industry experience

Essential:

- 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

Desirable:

- Relevant certifications such as MCSE, RHCE, or CCNA are a plus
- Knowledge of ITIL Framework
- Experience working in the public health 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

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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements
- Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Delivery of projects within the program within agreed timeframes and within budget.
- Milestones identified and met as part of the ongoing delivery plan.
- Development and delivery in accordance with Hume Digital Health Roadmap.
- Evaluation, reporting and monitoring of risks related to deliverables in the role
- Collaborative, effective and positive working relationship with key project stakeholders
- Building a cohesive and collaborative team across all disciplines including functional projects, integration, data migration, infrastructure, testing, change and operational support
- Prompt and active participation expected at meetings

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, 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;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health 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;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- 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 the 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;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of 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 Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

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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 The 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.

Hume Rural Health Alliance	Systems and Cloud Engineer
Reviewed by:	Technical Operations Team Leader
Issue Date:	December 2025

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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.

ABOUT HRHA

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 detail in the Rural ICT Joint Venture Agreement (JVA) HRHA. The members and customers 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.

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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

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