

# Position Description

<b>Position Title:</b>	IT Support Officer
<b>Reports to:</b>	IT Support Team Leader – GVH
<b>Department:</b>	Hume Rural Health Alliance
<b>Directorate:</b>	Chief Executive Officer
<b>Cost centre:</b>	Y2038
<b>Code &amp; classification:</b>	Grade 3, Levels 1 – 5 (HS3; HS22-HS25)
<b>Employment conditions:</b>	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).

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**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
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- Tallangatta Health Service
- Yarrawonga Health
- Yea & District Memorial Hospital

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## **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 IT Support Officer is located at the HRHA member health services and provides onsite support for at least 4 days per week and remote 1 day per week. The role reports to the IT Support Team Leader - GVH.

The IT Support Officer contributes to the effective delivery of information technology services for HRHA members as outlined within the HRHA Service Catalogue. This position is responsible for the support of HRHA member workstations and communications systems including deployment, ongoing maintenance and configuration.

The role provides end user IT support either escalated to them from other HRHA staff or requested by HRHA member staff directly. The role advocates for and represents the member health services in the HRHA improvement initiatives and projects. The role also provides IT advisory services to the HRHA members in consultation with the IT Support Team Leader - GVH and coordinates between external third-party technology providers and the HRHA member as required.

The role demonstrates strong communication skills to illustrate technical issues, solutions and instructions through high quality, concise technical documentation. Assists member health services with identifying service improvement opportunities, working with the service delivery team to gather data, testing solutions and implement service improvement initiatives following the change management procedures.

Responding to incidents and service requests logged through the service desk tool in a timely manner, ensuring service levels are maintained. It is a responsibility of all HRHA Team members to maintain the accuracy of information within the service desk system, including completing work log activities for incidents, service requests, problem, project and change management activities. Assist with the creation of documented solution articles for both user and technical use and maintain the Configuration Management Database.

This is a key role in identifying onsite incidents and undertaking an immediate effort in order to resolve user issues and restore IT services as quickly as possible. Where no immediate solution can be achieved at the role will be required to escalate to the relevant support teams at HRHA. The role oversees the incident until completion and maintains an open communication channel between the requester and the technical support teams.

The role ensures that the member health service IT environment is maintained, upgraded and supported, and any emerging problems are escalated for resolution.

This role also provides support to the Service Delivery Team in coordinating services in relation to upcoming projects and will liaise with various HRHA members and vendors regarding service delivery.

The position will be required to participate in an on-call roster and perform after hours maintenance work to meet operational requirements across the HRHA member sites.

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## RESPONSIBILITIES AND DUTIES

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

- Support IT systems including all desktop, laptop and mobile hardware and software across the member health service by troubleshooting and resolving end-user problems as associated to the regional Standard Operating Environment.
- Assist with maintaining IT hardware and software register and conduct regular audits.
- Troubleshoot and resolve basic WAN, LAN, Firewall and VPN system, escalating as required.
- Assist Technical Operations team with the maintenance of the network, infrastructure and core applications when required.
- Assist HRHA Vendors with the maintenance and configuration of third-party managed systems
- Perform information security related tasks on systems including patching and virus scan updates on client systems, monitor virus scan detections and respond to minor security events, ensuring all events are escalated to management in a timely manner.
- Assist Technical Operations team with administrative tasks for Active Directory, Microsoft Exchange and Office 365 environments.
- Administrating ManageEngine ADManager application.
- Utilise tools to monitor systems on a daily basis and respond immediately to security or events
- Adhere to HRHA Standard Operating policies and procedures.
- Assist with hardware, software and technical solution evaluations to provide recommendations.
- Replying to Service Desk Requests to resolve problems or answer inquiries in a timely manner.
- Completing Tasks and Projects assigned within given timeframes.
- Effective communication skills with all business divisions, keeping all stakeholders updated with progress and final resolutions.
- Provision of high-level technical support to ensure effective and efficient fault rectification to maintain correct functioning and availability of computer systems
- Accurate problem analysis and fault diagnosis followed by effective resolution
- Accurate recording of reported computer and network related problems in Service Desk system
- Provide a high-quality service to internal customers and consumers that reflect best practice and adds value to alliance members.
- Prepare reports and attend meetings, as required
- Obtain quotes for various software and hardware from different vendors
- Organise and prioritise own work
- Other tasks, as defined by the manager and within the capabilities of the person at the time
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to the members.
- Responsible for recommending changes to the existing IT base platforms and ensuring that they are available for monitoring the performance of systems so as to provide early warning of potential problems
- Based out of the member health service primarily and will be required to work from other locations as required.
- Travel throughout the Hume region as required, scheduled and emergency overnight stays maybe required.

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## **KEY SELECTION CRITERIA**

### **Essential:**

- A minimum 3 years' experience in administration and technical support within a Help Desk service environment
- Experience in administering Microsoft Active Directory environments including group policy and user and group administration.
- Experiencing providing technical support to Cisco IP Telephony systems
- Understanding of Windows networking and security
- Attention to detail/high degree of accuracy
- Strong problem-solving capabilities using an analytical, methodical and effective approach
- Ability to keep abreast of technology in a fast-moving field of work
- Demonstrated skills in and the ability to support Microsoft Windows Desktop and Office suite of applications and peripheral devices.
- Strong verbal and written communication skills.
- Exceptional customer service skills providing a friendly, 'can-do' approach to resolving requests.
- Able to work on own initiative & under pressure
- Knowledge of ITIL Framework
- Willingness to travel within the Hume region, with limited scheduled and emergency overnight stays.
- 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.
- Australian Driver's License

### **Desirable:**

- Relevant IT Degree, Associate Diploma or Certificate 3 in Information Technology or demonstrated ICT Service Desk experience.
- Experience with managing and configuration of ManageEngine AD Manager
- ITIL 4 Foundation certification
- 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 achievement of:**

- Ensure Service Levels are adhered to as outlined in the HRHA Service Level Agreement.
- Service Desk work logs must reflect 6.5 hours spent working on requests daily.
- >95% of Incidents are updated within two (2) business days.
- <5% of service request backlog after twenty-eight (28) days.
- Provide resolution documentation of known issues, and submit to Service Desk Database
- Stay up-to-date with emerging 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
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#### **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.
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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 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.

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<b>Hume Rural Health Alliance</b>	<b>IT Support Officer</b>
<b>Reviewed by:</b>	Chief Information Officer – HRHA
<b>Issue Date:</b>	January 2026

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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.

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## 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 15 public health services across the Hume Region.

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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:



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](#)