

# Position Description

<b>Position Title:</b>	IT Support Team Leader – GVH
<b>Reports to:</b>	Service Delivery Manager – 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 6 (HS6)
<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
- Alexandra District Health
- Alpine Health
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- Corryong Health
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- Kyabram District Health Service
- Mansfield District Hospital
- NCN Health
- Northeast Health Wangaratta
- Seymour Health
- Tallangatta Health Service
- Yarrawonga Health
- Yea & 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 primary function of this role is to manage the HRHA IT Support operations. The IT Support Team Leader - GVH will be responsible for ensuring that the IT Support Officers are providing high-quality support to end-users, and will work closely with the support team to identify and resolve technical issues.

The purpose of this role is to manage the day-to-day delivery of HRHA's onsite IT support function, in line with service performance targets published within the HRHA Service Level Agreement. The role provides support to the Service Delivery Manager - GVH, including the production of monthly service performance reporting.

The role is located at the HRHA member health services and also provides onsite support.

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 Service Delivery Manager - 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.

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 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.

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## **POSITIONS REPORTING TO THIS ROLE**

- IT Support Officers

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## **RESPONSIBILITIES AND DUTIES**

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

- Ensure that the service desk within HRHA is maintained to the highest possible standard with maximum levels of attainable productivity and efficiency.
- Manage a team of IT support officers, providing coaching, mentoring, and feedback to ensure the team is providing high-quality support to end-users.
- 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.
- Ensure that service desk operations are efficient and effective, and that service level agreements are met.
- Develop and maintain standard operating procedures for the service desk, and ensure that they are adhered to by the team.
- Work closely with the support team to identify and resolve technical issues, and ensure that end-users are kept informed throughout the process.
- Develop and maintain metrics for service desk operations, and provide regular reports to management on performance.
- Identify opportunities for continuous improvement, and implement changes to service desk operations as needed.
- Ensure that IT support officers are trained and equipped to handle a wide range of technical issues.
- Provide escalation support for complex technical issues, and ensure that end-users receive timely and effective support.
- Manage vendor relationships for service desk tools and technologies.
- Participate in HRHA and member health services IT projects as needed, providing input and guidance on service desk operations.
- Determine and implement standard systems, methods, and procedures for adherence across the health service or group of specialized healthcare services.
- Stay up-to-date with the latest trends and technologies in service desk support, and recommend changes to improve end user support processes and practices.
- Development of work packages for internal and external teams to be carried out in line with HRHA change management procedures.
- Foster positive and trustful working relationships within the team and work towards building capabilities by identifying mutual training and development opportunities.
- Provide support in relation to cyber security, implementing, managing, and monitoring cyber security tools and participating in cyber incident responses
- Participate in a rotating on call roster providing 24x7 assistance
- Assist the HRHA members in achieving clinical effectiveness by providing the appropriate systems, information, or services to clinical area
- All roles required to attend HRHA Shepparton office as required.

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## 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:

- At least 5 years of experience in service desk operations, with at least 2 years in a leadership role.
- Strong leadership skills, with the ability to motivate and inspire a team.
- Excellent communication skills, including the ability to communicate technical concepts to non-technical stakeholders.
- Strong leadership and people management skills, with the ability to motivate and inspire a team of analysts.
- Experience with service desk tools and technologies, such as ManageEngine, ServiceNow, Jira, or Zendesk.

- 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
- Knowledge of Microsoft Windows and Office applications.
- Knowledge of ITIL Framework and IT service management best practices.
- Ability to work collaboratively with cross-functional teams.
- 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.
- Australian Driver's License

**Desirable:**

- ITIL Certified.
- 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:**

- 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 effective 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
- Ensure high availability and performance of health service IT services.
- Implement security best practices for application management.
- 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
- Service delivery reporting is completed and circulated as agreed in the Service Level Agreement.
- Service Level targets are maintained and variations are below 5%.
- <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.
- 85% membership satisfaction with IT support officers.
- In person meeting with each health service at least 2 times per year.
- 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

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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 Team Leader - GVH</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.

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.

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## 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](#)

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## 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](#)

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## 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](#)