

Position Description

Position Title:	Regional Service Desk Officer
Reports to:	Service Desk Team Leader
Department:	Hume Rural Health Alliance
Directorate:	Chief Executive Officer
Cost centre:	Y2038
Code & classification:	Grade 2, Levels 1 – 5 (HS2; HS18 – HS21)
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
- Goulburn Valley Health
- 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 Regional Service Desk Officer is responsible for providing the first point of contact to the HRHA members providing 1st level technical support to incidents and requests while ensuring a high level of professionalism and within the agreed service level targets.

This is a key role in identifying 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 first point of contact, the Regional Service Desk Officer will be required to escalate to the relevant support teams. The role oversees the incident until completion and maintains an open communication channel between the requester and the technical support teams.

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 role assists in 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.

It is responsible 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.

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.

RESPONSIBILITIES AND DUTIES

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

- Processing incidents and service requests initiated by members using either the Self-Service Portal, email, or telephone.
- Recategorizing incidents by service and category and prioritising incidents based on impact and urgency.
- Working on incident and request fulfilment tasks as allocated.
- Managing service requests to make sure that agreed service level targets are maintained.
- Providing status updates on requests to customers.
- Escalating requests to next level support if necessary.
- Support IT systems including all desktop, laptop and mobile hardware and software across agencies by troubleshooting and resolving end-user hardware, operating system, and software-related problems as associated to the regional Standard Operating Environment following detailed troubleshooting processes.

- Communicate in writing and verbally with clients, vendors and other staff in a prompt and professional manner.
 - Coordinating escalation of incidents into problem and change management streams
 - 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 Shepparton office 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:

- Demonstrated skills in and the ability to support Microsoft Windows Desktop and Office suite of applications and peripheral devices.
- Ability to communicate solutions to customer problems, via different methods of communication (email, phone, face to face)
- 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.
 - 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:

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- 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.

- 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.

Hume Rural Health Alliance	Regional Service Desk Officer
Reviewed by:	Chief Information Officer – HRHA
Issue Date:	January 2026

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 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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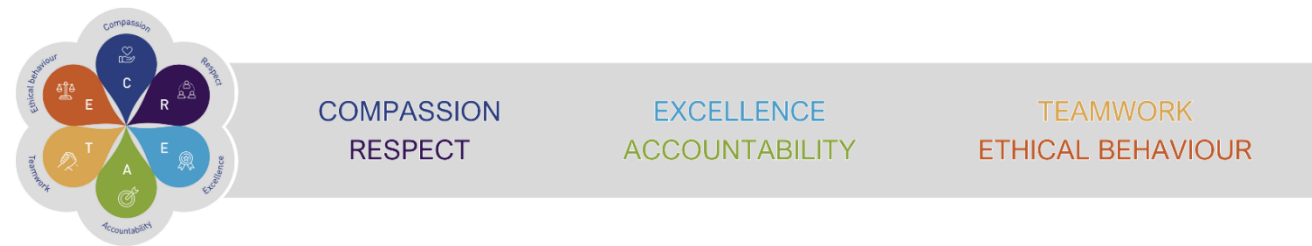
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OUR PURPOSE

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](#)