

Schedule One

POSITION DESCRIPTION

Information Technology Support Officer

RESPONSIBLE TO: Chief Executive Officer

REPORTING TO: Information Manager

SUMMARY OF THE BROAD PURPOSE OF THE POSITION AND ITS RESPONSIBILITIES / DUTIES

The Division is seeking to significantly improve its capacity to demonstrate outcomes from its activities via the use of practice and Division sourced quantitative data. In order to achieve this goal AHDGP requires a reliable and up-to-date IT infrastructure .

The Information Technology Officer will work closely with the Information Manager to provide advice as necessary ensuring this goal is met and to provide technical support to staff in resolving day to day hardware/software problems through monitoring of the IT Helpdesk.

This position will also play an active role across all Division program areas to implement IT projects and new systems implementations as required by the organisation.

REPORTING / WORKING RELATIONSHIPS

- Accountable to the Chief Executive Officer for achieving the expected outcomes of the position and practising within the philosophy of the AHDGP and its aims, policies and protocols
- Reports to the Information Manager
- Participates in the Division's Performance Management Program which is conducted on a regular basis

SPECIAL CONDITIONS

- Some out of hours work may be required
- Possession of a current valid driver's licence is essential
- Use of own motor vehicle is expected, for which reimbursement of kilometres will be paid according to the AHDGP Collective Workplace Agreement 2009

STATEMENT OF KEY RESPONSIBILITIES / DUTIES

- Ensure adequate, timely staff support via IT Help Desk
- Ensure effective operations of internal IT systems to support specified technical and business requirements, including ongoing hardware & software upgrades as required.
- Maintain a comprehensive and up-to-date software and licensing register and ensure appropriate renewals in liaison with relevant Units

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- Provide training and support to staff as required in internal IT systems and their reporting functions.
- Liaise with program area staff to actively participate in the planning & deployment of IT projects
- Ensure AHDGP Information Technology policies and procedures are developed, implemented and regularly updated within the QMS
- Proactively communicate and engages staff regarding system changes
- Procurement of hardware on behalf of Units and set-up of individual workstations.
- Ensure appropriate coding of expenses based on agreed “what’s in, what’s out” list (to be maintained by Information Manager)

General

- Demonstrates commitment to the principles of operation contained in the AHDGP Quality Manual
- Understands the role and mission of the Division and presents this to our clients effectively as an ambassador for the Division
- Operates within the delegated boundaries of the position
- Attendance at staff/unit meetings
- Identify opportunities and participates in own professional development
- Awareness of the Division’s IM principles, policies and processes utilised for the collection of data sets from internal or external sources as well as processes used for extracting information from records management systems.

OHS&W

- The employee has a responsibility, under the OHS&W Act (SA 1986), to ensure their own health and safety, and that of their fellow employees, at work.
- The employee has a responsibility to abide by the Divisions, OHS&W policies and direction and set out in the Division’s Quality Manual.

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PERSON SPECIFICATION

Essential Requirements:

Education:

- Relevant qualifications or equivalent experience

Experience:

- Demonstrable ability and experience in project management.
- Demonstrable ability to support end users either over the phone, online or in person to solve IT problems in a timely manner
- Demonstrable experience at a Network Administrator level within a small enterprise (20+PCs).

Knowledge:

- Has working knowledge of operating systems, hardware operation, leading software, local and wide area networks and the internet
- Knowledge of practice management & clinical software particularly Medical Director and MHAGIC

Skills:

- Effective time management.
- Excellent oral and written communication skills.
- Proven interpersonal skills at all levels.
- Proven ability to participate in a multidisciplinary team environment, prioritise workloads, set goals, achieve outcomes and manage multiple deadlines.
- Demonstrable competence in the use of desktop applications including the Microsoft Office suite of programs.
- Lateral thinker with the ability to solve problems as they arise
- Able to troubleshoot difficult or unusual situations

Desirable skills, experience and knowledge

Experience:

Knowledge:

- Knowledge of information management principles
- Knowledge of ISO 9001 principles
- Knowledge of general practice and Division culture

Skills:

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Schedule Two

Hours of Work

The hours of work shall be 37.5 hours per week worked from Monday to Friday during the ordinary span of hours of 7:30am and 6:30pm as stipulated in clause 4.1.2.1 of the AHDGP Collective Workplace Agreement 2009. Any hours over and above, or outside, the stipulated hours must first be authorised by the Unit Manager or they will not be paid. If authorised, payment of overtime and time off in lieu of overtime provisions will be in accordance with the AHDGP Collective Workplace Agreement 2009 or subsequent agreements.

Variation to Span of Hours

A mutual agreement has been reached to extend the ordinary span of hours to 9:30pm in this agreement as stipulated in clause 4.1.2.2 of the AHDGP Collective Workplace Agreement 2009.

Signed by the employee.....

Print Name.....

Signed by the employer.....

Print Name.....