

Position Title	Patient Management System Administrator
Group/Portfolio	Griffith Health Group
Classification	HEW 6
Position Number	00064185
Reports To	Director, Griffith Health Clinics
Employment Type	Fixed Term

1.0 Position Purpose

The Patient Management System Administrator is part of a small team who manage and provide day to day support to all end users of the University's Patient Management Systems (PMS). The position offers a variety of responsibilities including day to day technical support, the scoping, development and implementation of new systems and enhancements and training a diverse range of staff including clinicians, students and academics.

2.0 Eligibility Requirements

- Undergraduate degree in Information Technology (or equivalent industry experience) and health care industry experience, preferably in a systems administrator role.

3.0 Key Responsibilities

- Manage the PMS on a daily basis and make configuration changes and corrections as required.
- Support the daily operations of the clinics by providing first line of support for PC and peripherals, and coordination of escalation if necessary.
- Provide advice on business rules, policies, procedures, legal requirements related to the PMS. Protect the systems from unauthorised or malicious access by maintaining suitable access controls and improving the security of the system.
- Work closely with key stakeholders (finance, administration, clinical) to establish an integrated PMS, and determine the reporting needs of key stakeholders and develop relevant Microsoft SQL Server reports.
- Prepare and deliver training sessions related to the PMS for students, academics, professionals and administrative staff.
- Liaise with Digital Services and vendors to co-ordinate upgrades, patches and resolution of systems issues, including common server based tasks.

- Provide business analysis, change management and testing to support the development and enhancement of the PMS including systems upgrades and future releases.
- Maximise systems up time by ensuring all system components are regularly upgraded and systems continuity plans are in place and are up to date.
- Maintain compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the **Leads Self** section of our [Capability Development Framework](#).