

1. General Information

Position Title:	Integration Analyst, Application Delivery
Division/Department:	Corporate - Information Technology
Position Reports to:	Application Portfolio Manager
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	NA
Location:	Epworth Richmond, Pelaco
Employment Status:	Full Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	None
Key Relationships - internal and external	External IT Vendors, Digital & technology teams, PMO and business and clinical system owners.

2. Overview of Epworth HealthCare

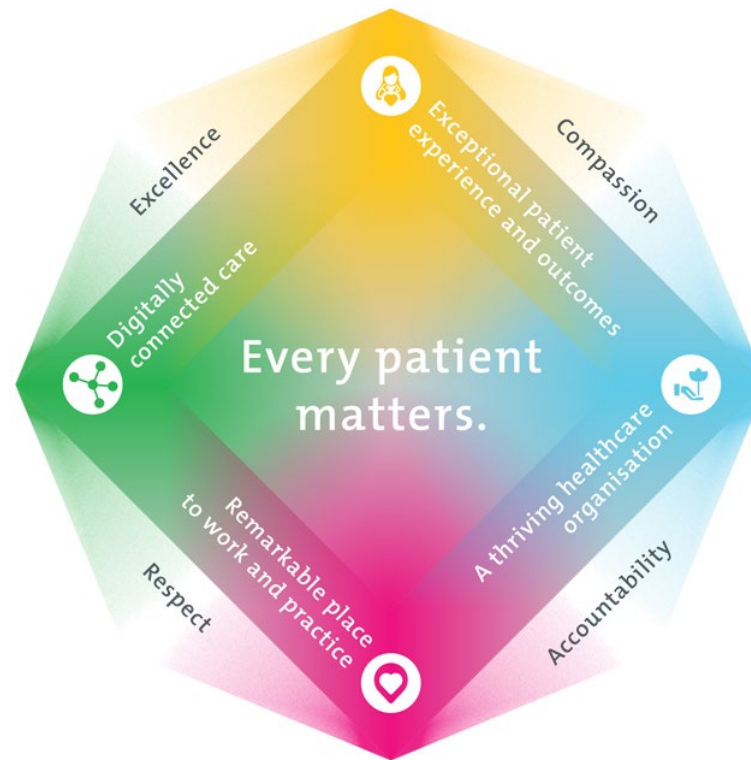
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

Under the broad direction of the Application Portfolio Manager, the Integration Analyst, Application Delivery supports the reliable operation, maintenance and delivery of Epworth's integration services across cloud and on-premise applications. As part of the Application Delivery team, the role contributes to the support, analysis, development, testing and implementation of integrations that enable secure and effective data exchange between business, clinical and corporate systems.

The Integration Analyst is responsible for the day-to-day execution of assigned support, maintenance and delivery activities for the integration layer in line with agreed standards, best practices and service levels. This includes monitoring integration services, triaging incidents and service requests, undertaking technical analysis, supporting root cause investigation, assisting with change and release activities, and escalating risks or issues where required.

The role requires practical experience in healthcare integration technologies, particularly Rhapsody, HL7, APIs and data integration patterns. The Integration Analyst works collaboratively with application, infrastructure, security, data, project, vendor and business stakeholders to support operational stability, project delivery and continuous improvement. The role may be required to participate in after-hours or on-call support arrangements where required.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.

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Clinical Safety and Effectiveness	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
Risk Management	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES
Business Operations and Technology - Monitor, maintain and support integration technologies to ensure reliable operation of data flows between Epworth systems. - Provide technical analysis, troubleshooting and root cause investigation for integration incidents, defects and service requests. - Develop, configure, test and maintain interfaces and integration services within the scope of assigned work. - Support application implementations, upgrades, migrations, testing and hygiene activities and production releases by contributing integration expertise and ensuring operational readiness. - Work with application, infrastructure, security, data, vendor and business stakeholders to clarify requirements and resolve integration-related issues. - Follow approved integration standards, reusable patterns, change processes, security requirements and support practices. - Maintain accurate integration documentation, including interface specifications, support guides, data flows, troubleshooting notes and release artefacts. - Proactively identify, manage and escalate risks, issues and dependencies that may impact service stability, delivery outcomes or patient-care supporting systems. - Contribute to continuous improvement of integration support, monitoring, documentation and delivery practices within the Application Delivery team.	- Integration incidents, service requests, problems and changes are triaged, actioned and escalated in line with agreed service levels and operational priorities. - Integration services are monitored and maintained to support system availability, reliability and timely issue resolution. - Assigned development, configuration, testing and release activities are completed to agreed quality, scope and timelines. - Changes are implemented through approved change and release processes, with appropriate testing, validation and rollback considerations. - Integration documentation and support artefacts are maintained and kept current. - Integration solutions comply with Epworth standards, security requirements, privacy obligations and agreed support practices. - Risks, recurring issues and improvement opportunities are identified, documented and escalated where required. - Knowledge sharing and continuous improvement activities contribute to stronger integration support and delivery capability across the Application Delivery team.
	Stakeholders receive timely, accurate and professional communication regarding support matters and delivery activities.

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Customer Service Epworth is committed to providing excellent service to patients, staff, clinicians, doctors, suppliers and stakeholders. For this role, customer service is demonstrated through reliable system support, clear communication, timely issue resolution and an understanding of the operational impact of integration services. • Provide responsive, helpful and professional support to internal customers and stakeholders. • Communicate clearly with technical and non-technical audiences, including during incidents, changes and project delivery activities. • Understand business and clinical impacts when triaging integration issues and prioritising work. • Escalate issues, risks and service impacts promptly through appropriate support and governance channels. • Use feedback, incident trends and operational data to identify opportunities to improve integration support and service delivery.	• Issues and risks are escalated appropriately and resolved or progressed within agreed timeframes. • Customer feedback and service improvement opportunities are captured and acted on where appropriate.
Safety and Wellbeing Contribute to a safe and healthy workplace by following Epworth safety policies, completing required training, reporting hazards and incidents, and considering safety and wellbeing impacts when supporting systems used in the delivery of care. • Participate actively and positively in health, safety and wellbeing practices. • Follow Epworth OHS policies, procedures and safe work practices. • Report hazards, incidents, near misses and injuries through the appropriate channels. • Complete mandatory training within required timeframes.	• OHS policies, procedures and safe work practices are followed. • Hazards, incidents and injuries are reported within required timeframes. • Mandatory training is completed at the agreed frequency.

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential • Tertiary qualifications in information technology, computer science, health informatics or a related discipline, or an equivalent combination of education and relevant experience.

	- Demonstrated experience in application support, integration support or integration development within a complex technology environment. Desirable - ITIL Foundation or demonstrated understanding of IT service management practices. - Rhapsody certification or other relevant integration, healthcare interoperability or cloud integration certification.
Previous Experience	Essential - Experience supporting and/or developing integrations in an enterprise environment. - Experience troubleshooting incidents, defects and service requests across applications, interfaces and integration platforms. - Experience supporting system implementations, upgrades, migrations, testing and production release activities. - Practical experience with Rhapsody, HL7, APIs, data integration and interface monitoring. - Experience working with technical and non-technical stakeholders to clarify requirements and resolve support or delivery issues. Desirable - Experience in a healthcare information systems environment, including clinical, patient administration or corporate systems. - Experience with middleware, message queues, REST/SOAP APIs, XML, JSON, SQL or related integration technologies. - Experience working with COTS, SaaS and cloud-based applications. - Exposure to Agile, DevOps, quality assurance or structured testing practices.
Required Knowledge & Skills	Essential - Knowledge of integration concepts, interface lifecycle management, data flows, message transformation and system-to-system data exchange. - Knowledge of healthcare integration technologies and standards, including Rhapsody, HL7, APIs and related message formats. - Ability to analyse technical issues, investigate root causes and apply structured problem-solving approaches. - Understanding of application architectures across COTS, SaaS, cloud and on-premise environments. - Ability to produce and maintain clear technical documentation, support guides and operational handover materials. - Strong written and verbal communication skills, with the ability to engage effectively with technical and non-technical stakeholders. - Ability to prioritise competing demands and remain calm and effective under pressure. Desirable - Knowledge of ITIL service management practices across incident, problem, change and release management. - Knowledge of Agile, DevOps, automation or continuous improvement practices. - Knowledge of FHIR, cloud integration services, scripting, monitoring tools or database troubleshooting.

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	Understanding of healthcare privacy, security and regulatory obligations relating to sensitive health information and data exchange.
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours - Respect - Excellence - Compassion - Community - Integrity - Accountability	Essential - Ability to work autonomously where appropriate, but to proactively engage with/escalate matters to the Epworth Management when warranted. - Adaptable - comfortable with navigating uncertainty and applying structure where required - Forward thinking – anticipates, sets goals for future and looks for enterprise needs - Consultative – works with wide range of stakeholders, consults widely to ensure decisions land well - High level of personal integrity. - Ability to effectively prioritise and execute tasks, while under pressure. - Demonstrate initiative, exercises good judgment, and can achieve results. - Calm in the face of adversity or challenge. - Energetic, enthusiastic, and passionate for the role - Service Orientated and always accountable - Respectful, compassionate and empathetic

Document Control

Date Developed: 28/07/2026	Date Last Reviewed: 30/07/2026	Developed and Reviewed By (Position Title): Charlie Manoria - Head of Applications
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8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date: _____