

## 1. General Information

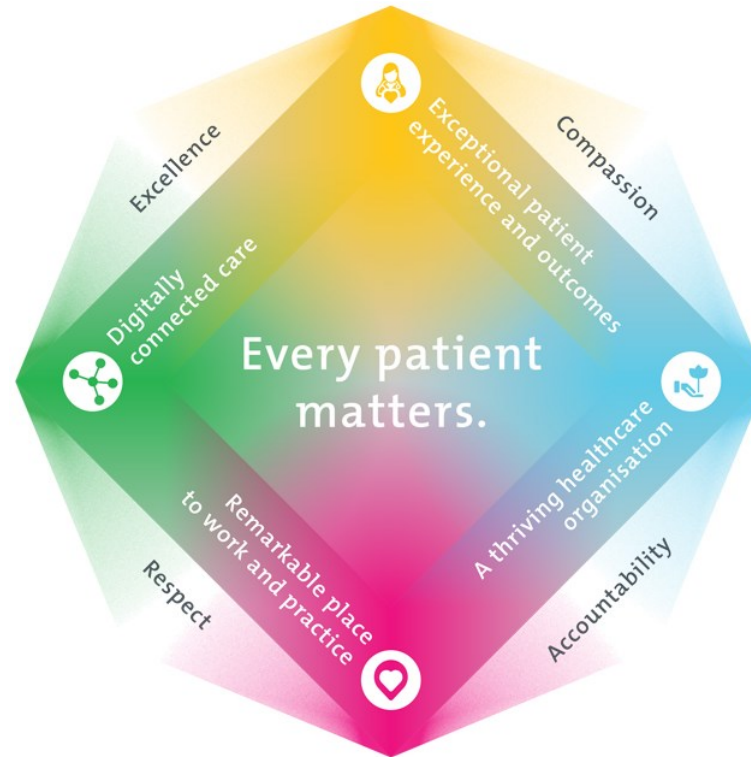
<b>Position Title:</b>	Cloud Support Engineer
<b>Division/Department:</b>	Information Technology
<b>Position Reports to:</b>	Cloud Technology Service Manager
<b>Enterprise/Individual Agreement:</b>	Individual Agreement
<b>Classification/Grade:</b>	NA
<b>Location:</b>	Richmond, Pelaco
<b>Employment Status:</b>	Full Time
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	
<b>Key Relationships - internal and external</b>	CIO Team ICT Team Vendor Management IT Security IT Incident and Change Management

## 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 Respect, Excellence, Community, Compassion, Integrity and Accountability. More information can be found on the [Epworth website](#). Epworth's purpose is Every Patient Matters. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is Caring for People. Innovating for a healthy 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

The Cloud Support Engineer will work as a member of a team that provide system support and administration of Epworth IT on premises and cloud systems. The role will have a primary focus on Epworth's cloud infrastructure, services and supporting platforms. The role will also work within the team to support Epworth's traditional on-premises systems. The role is to be an advocate for automation, the development of cloud operations skills within the organisation and to support the team's growing portfolio of critical applications which run from Epworth's cloud environment(s).

We are interested in people bringing us innovative ideas, new approaches to existing practices and a diverse mindset. We are looking to continue to support our hospital's digital transformation and digitisation efforts across data, applications, artificial intelligence, and to promote that thinking across the wider business. While a focus to support our traditional infrastructure-as-a-service workloads is necessary, our growing portfolio of platform-as-a-service and innovative technology areas rapidly being onboarded is where your assistance will shine.

While this role focuses primarily on supporting our Microsoft Cloud environment, if you have worked within a multi-cloud environment, we would especially like to hear from you. Lastly, while we have some essentials that we're looking for and some desirables, even if you don't think you meet all the requirements, we'd still love to hear from you.

## 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.
<i>Clinical Safety and Effectiveness</i>	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.
<i>Risk Management</i>	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/KPIs TO BE ACHIEVED
<p><b>Technology Administration</b></p> <ul style="list-style-type: none"> <li>• Provide technical leadership in the support and administration of the organisation’s public cloud platform(s), IaaS, PaaS Integration, and application delivery.</li> <li>• Continually improve the automation, security and system management of the cloud platform(s) and the software and tools used to run and maintain them.</li> <li>• Maintain and support our cloud disaster recovery environment.</li> <li>• Monitor cloud, network and infrastructure components utilising appropriate tools.</li> <li>• Manage the cloud environment resources to maintain agreed financial and performance targets.</li> <li>• Analyse, diagnose and resolve cloud compute and faults across all environments.</li> <li>• Work closely with application teams on the delivery of application services that exist in cloud environments.</li> <li>• Report on operational metrics for SLA reporting and capacity planning.</li> <li>• Provide guidance and mentoring to other infrastructure team members.</li> <li>• Perform support of Epworth technology platforms.</li> <li>• Be responsible for documentation of the organisation’s cloud environment including but not limited to cloud foundations, cloud network, disaster recovery documentation and procedural documentation.</li> <li>• Ability to concisely document/whiteboard concepts in a design or troubleshooting scenario.</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of agreed IT Service and project KPIs.</li> <li>• Deliver IT service improvement activities to agreed plan.</li> <li>• Delivery of cloud infrastructure transition project in line with project and OPEX budgets.</li> <li>• Contribute to the Epworth 2025 digitisation program ensuring infrastructure activities are delivered per plan.</li> <li>• Contribute to CIS 18 and essential 8 security targets.</li> <li>• Ensure the achievement of service KPIs.</li> <li>• Deliver IT security requirements as part of all changes.</li> <li>• Achieve resolution of incidents as per IT SLAs.</li> <li>• Plan, document and deliver cloud migrations without impact to services.</li> <li>• Implement all changes in line with change management process.</li> </ul>

<p><b>Collaboration and Customer Service</b> Collaborate with internal stakeholders and customers to perform services with team-based professionalism and integrity that is primarily service-focused</p> <ul style="list-style-type: none"> <li>• Collaborate with business users and members of the infrastructure and cloud team to identify and plan network changes with minimal distribution where possible.</li> <li>• Learn and develop infrastructure knowledge from one-on-one knowledge transfer, training and professional development where required</li> </ul>	<ul style="list-style-type: none"> <li>• Service Availability SLAs</li> <li>• Change success metrics</li> </ul>
<p><b>Continuous Quality Improvement</b></p> <ul style="list-style-type: none"> <li>• Actively contribute to continuous improvement of work, standards, and methodologies.</li> <li>• Conduct periodic monitoring, review of Cloud performance, and recommend proactive measures as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of participation in quality improvement activities.</li> <li>• Demonstrate an initiative-taking attitude in reviewing, supporting and implementing best practice in Azure management and IT service delivery.</li> <li>•</li> </ul>
<p><b>Teamwork/Team effectiveness/Professional development</b></p> <ul style="list-style-type: none"> <li>• Provide technical coaching and mentorship to team members to uplift their cloud skills.</li> <li>• Able to multi- task and prioritise issue resolution with colleagues within tight time constraints – sees a problem and can think of workable solutions under pressure.</li> <li>• Communicate ideas which may improve the efficiency, performance, or standards of the IT Team</li> <li>• Participate in a prescribed performance development plan annually and evaluate personal performance and self-development requirements.</li> <li>• Foster and promote Epworth Values and Behaviours</li> <li>• Partake in out-of-hours on call support rotation.</li> <li>• Perform other duties as requested.</li> </ul>	<ul style="list-style-type: none"> <li>• Active participation in Infrastructure Team meetings and cross-functional IT team meetings.</li> <li>• Attend workshops, seminars, conferences related to field of work.</li> <li>• Completion of annual performance appraisal.</li> <li>• Completion of objectives outlined in self-development plan (provide evidence of).</li> <li>• Deliver individual/group trainings to fellow staff members (when requested by Manager or delegate).</li> <li>• Attend individual/group trainings (when requested by Manager or delegate).</li> <li>• Engage in self-learning to improve one’s skills relevant to field of work and IT in general.</li> <li>• Feedback from Manager and team members.</li> </ul>

# Position Description



<p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>• Provide excellent, helpful service to patients, visitors, and staff.</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience.</li> <li>• Build customer relationships and greet customers and patients promptly and courteously.</li> <li>• Actively seek to understand patients' and their family's (customers) expectations and issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets.</li> <li>• Use AIDET principles (acknowledge, introduce, duration, explanation and thank you) in all interactions.</li> <li>• Escalate issues to the manager and resolved in a timely manner.</li> </ul>
<p><b>Safety and Wellbeing</b></p> <p>Participate actively and positively in health and safety to reduce all hazards and incidents within the workplace.</p> <ul style="list-style-type: none"> <li>• Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan.</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions.</li> <li>• Implement and adhere to Epworth OHS policies, protocols, and safe work procedures.</li> <li>• Mandatory training completed at agreed frequency.</li> </ul>

## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Associate level certification from Azure or greater.</li> <li>• Supported IaaS infrastructure within Azure.</li> <li>• Experience in deploying and managing PaaS services (such as web apps) within Azure.</li> </ul> <p><b>Desirable</b></p>

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	<ul style="list-style-type: none"> <li>• Associate level certification from AWS or GCP.</li> <li>• Background in software engineering and development.</li> <li>• Professional level qualification from Microsoft, VMWare, or other infrastructure providers.</li> <li>• Knowledge and understanding of Power Automate\Microsoft Flows.</li> <li>• Microsoft 365 experience.</li> <li>• Supported web apps, containers or Kubernetes environments.</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience in supporting a hybrid cloud on premise environment – 3-5 years.</li> <li>• Experience in the supporting a large multi-site infrastructure set primarily using remote access.</li> <li>• Experience with the configuration of cloud compute tools and methodologies.</li> <li>• Experience with the configuration and ongoing maintenance of virtual network and application delivery environments at a public cloud provider (Azure, AWS or GCP).</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience in implementation of CI/CD environment.</li> <li>• Experience with modern platforms in Azure (Microsoft PaaS\SaaS services).</li> <li>• Experience with Microsoft 365 management\support (including Teams\Power BI\Dynamics 365).</li> <li>• Previous cloud support in a Healthcare environment.</li> </ul>
Required Knowledge & Skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience in supporting a hybrid, on premises and cloud environment.</li> <li>• Understanding of Cloud recovery techniques.</li> <li>• Use analytical skills and processes to solve IT infrastructure related problems and provide effective solutions.</li> <li>• Ability to work as part of a project team adhering to timelines project responsibilities while also participating in a BAU role.</li> <li>• Contribute to collaborative work practices and a workplace environment focused on peer education, automation and efficient work practices.</li> <li>• Ability to design and implement build, deployment, and configuration management.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience with Azure Resource Manager, Bicep or equivalent Infrastructure-as-code language (such as AWS CloudFormation).</li> <li>• Experience with one or more continuous configuration automation tools such as Ansible, Terraform, Puppet, or Azure DevOps.</li> <li>• An understanding of relevant scripting tools such as Python and PowerShell would be an advantage.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Design and implement 'infrastructure as code' as appropriate.</li> </ul>
Personal Attributes & Values	<p>All employees are expected to consistently work in accordance with Epworth's values and behaviours:</p> <ul style="list-style-type: none"> <li>• Respect</li> <li>• Excellence</li> <li>• Compassion</li> <li>• Community</li> <li>• Integrity</li> <li>• Accountability</li> </ul>

## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
16 <sup>th</sup> September 2022	26 <sup>th</sup> August 2024	Cloud Technology Services Manager

## 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: \_\_\_\_\_