Position Description

1. General Information

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Position Title:	Technical Support Administrator
Division/Department:	Corporate
Position Reports to:	IT Technical Services Manager
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	Mercered as Technical Support Administrator
Location:	Primary Richmond – must be able to attend all Epworth locations including Geelong up to 3 days a week
Employment Status:	Full Time
Resource Management (for Management positions only) **Number of Direct Reports:** **Budget under management:**	Not Applicable Not Applicable
Key Relationships - internal and external	Hospital staff including Management Vendor 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
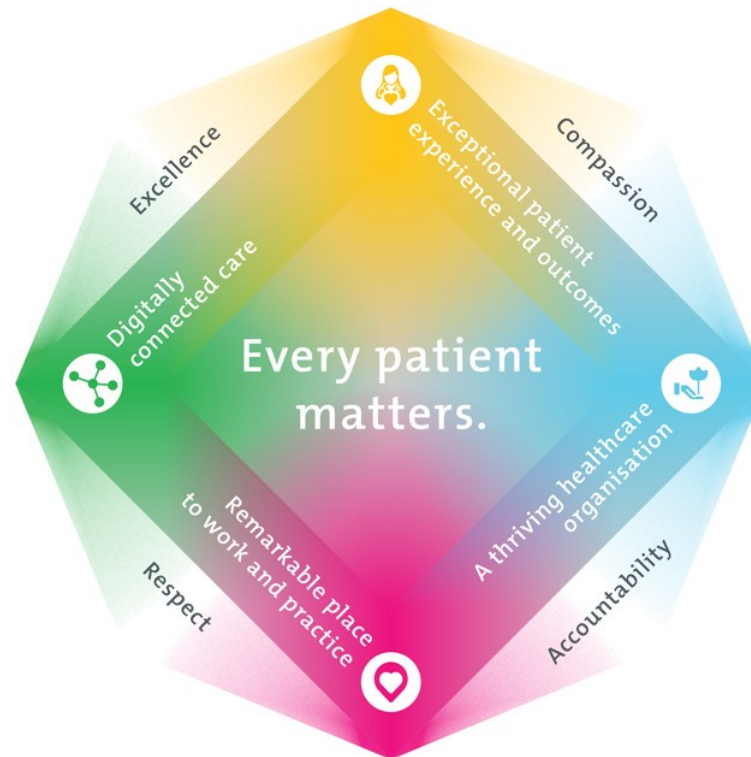
All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare 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.

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4. Purpose of the Position

The incumbent will be responsible for providing IT support to all users within the Epworth HealthCare Group moving between metro and regional locations. This will include resolving all Tier II desktop equipment and infrastructure support problems. The individual will also be responsible for developing and ensuring that standard operating procedures and work instructions regarding end user equipment and infrastructure systems are up to date and documented.

The Technical Support Administrator will work closely with the IT Technical Services Manager to ensure the hospital desktop environment is supported including, but not limited to, desktop devices, printers, wireless devices, network infrastructure, some IP and DECT phone support and provide AV/VC support to staff.

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Timely, efficient, and problem free rollouts of desktop systems and infrastructure technology Staff satisfaction of reliable desktop hardware including printers as reportable by ITSM tool. Favourable staff satisfaction survey results	• Ensure fleet devices are operational as indicated by SLA KPI's. Established device refresh plan to provide up to date equipment.
Responsive "customer service" supported by excellent communication between the IS department and Epworth staff Identified by staff satisfaction surveys and business feedback	• Attend to and close logged calls as indicated by the SLA
Systems administration and support Assist Infrastructure team in systems administration and support activities	• Assisting with day-to-day jobs • Assistance with routine maintenance • Assist with installing patches and updates • Maintain documentation as directed by Infrastructure • Ensure IT security implications are assessed by Infrastructure throughout changes as required
Continuous Quality Improvement	• Identify areas of value-added process improvement and projects • Complete tasks accurately

Assist infrastructure in the ongoing reliability, availability, and security of ICT systems through industry best practice, compliance with organisational and security requirements	- Maintain and update plans and drawings as directed by the Infrastructure team - Maintain documentation - Assist with planned scheduled maintenance
Collaboration and Customer Service Work collaboratively with internal stakeholders and customers and perform services with team-based professionalism and integrity that is primarily service-focused	- Collaborate with business users and members of the Tech Services team to identify and plan staged pain free deployment of desktop devices - Learn and develop infrastructure knowledge from one on one training and professional development where required
Teamwork/Team effectiveness/Professional development Develop and maintain effective working relationships with all ICT staff	- Collaborate with other ICT teams to deliver pain free deployments - Participation on Service Desk rotations as part of collaboration with and mentoring of the Service Desk team - Responsible for providing estimates of work where required and work to agreed timelines - Perform other duties as requested
Customer Service – **Staff** Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. - Provide excellent, helpful service to patients, visitors and staff - Communicate with clear and unambiguous language in all interactions, tailored to the audience - Build customer relationships and greet customers and patients promptly and courteously - Actively seek to understand patients' and their family's (customers) expectations and issues	- Patient and customer service satisfaction surveys within agreed targets - Use AIDET principles in all interactions - Issues are escalated to the manager and resolved in a timely manner

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Safety and Wellbeing – **Staff** Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Mandatory training completed at agreed frequency

6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	**Essential** • Tertiary qualification at a post graduate level in ICT or related field or equivalent work experience **Desirable** • Valid Victorian Driver's licence
Previous Experience	**Essential** • 2-5 years of desktop support experience • Able to work independently and autonomously • Work with external vendors • Edge networking, VLAN configuration and management **Desirable** • Experience with unified communications platforms and end point devices such as POE and DECT phones • Experience with AV/VC conferencing technologies including Cisco, Crestron, Zoom & Webex • CCNA or equivalent networking experience • Healthcare experience desired
Required Knowledge & Skills	**Essential** **IT Technical Services Skills** • Broad knowledge of Information Technology, systems and ITIL processes • Demonstrated systematic approach to problem solving

- Competent with infrastructure protocols:
  - LAN, WAN and WLAN, routing and switching operations
- Support and maintenance of desktop hardware including PC's, thin clients, and printers
- Wireless devices including mobile devices and any other wireless devices requirements such as impress scanners
- Ability to manage minor changes to VLAN environments
- Update and maintain Information systems records, logs, and statistics
- Maintain day to day infrastructure operational tasks assigned by the Service Desk
- Reply to internal support incidents and service requests as they are forwarded from the Service Desk and Infrastructure team
- Appropriately forward calls to other Tiers or other Tier II staff when necessary
- Ensure all forwarded requests are responded to in an appropriate time frame
- Assist in development of FAQ's and Knowledge bases for assigned systems
- Administer, maintain, and expand system and network infrastructure in partnership with the infrastructure teams as required
- Administer user provisioning and identity management process
- Document all Infrastructure networks and systems moves, adds and changes
- Service disruption reporting as required

Training and Education

- Provide technical education training, assistance, and ongoing support
- Identify and resolve client concerns

Network Infrastructure

- Assist Infrastructure Team to implement network security standards
- Maintain and expand network infrastructure as necessary
- Adhere to standard network security procedures
- Work with client groups in defining their network needs

AV/VC

- Provide guidelines for training in the use and maintenance of AV & VC equipment, systems, services, and facilities.
- Provide technical support, troubleshooting and fault rectification of technical issues related to AV & VC equipment and services.

Telephony

	• Assist in coordinating, reviewing, and performing all moves, adds and changes required with group telecommunications needs. • Assisting in coordinating, reviewing, and performing fault finding, troubleshooting and repair services as needed. **Reporting Skills** • Good technical and practical documentation skills **Communication Skills** Excellent listening and verbal communication skills, with an ability to properly understand end-users' issues, and communicate solutions to non-technical staff **Desirable** • Administration, organisational, and reporting skills
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. • Proactive, self-motivated, and hard-working. • Flexible, adaptable, and able to multi-task. • Logical and efficient, with keen attention to detail, and ability to follow tasks through to completion. • High level of emotional maturity and personal integrity. • Ability to effectively prioritise and execute tasks, while under pressure. • Demonstrate initiative, exercises good judgment, and has the ability to achieve results. • Calm in the face of adversity or challenge. • Committed to improving patient safety, quality of clinical care and reducing clinical error and risk. **Desirable** • Energetic, enthusiastic, and passionate for the role. • Flexibility in working hours.

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
21st March 2019	2nd December 2021	Incident, Change and Technical Services Manager

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: