

1. General Information

Position Title:	Applications Support Analyst
Division/Department:	Corporate - Information Technology
Position Reports to:	Application Support and Maintenance Manager
Enterprise/Individual Agreement:	Individual Employment Contract
Classification/Grade:	N/A
Location:	Epworth Richmond, Pelaco
Employment Status:	Full Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	Nil Nil
Key Relationships - internal and external	External IT Vendors and all staff of Epworth HealthCare

2. Overview of Epworth HealthCare

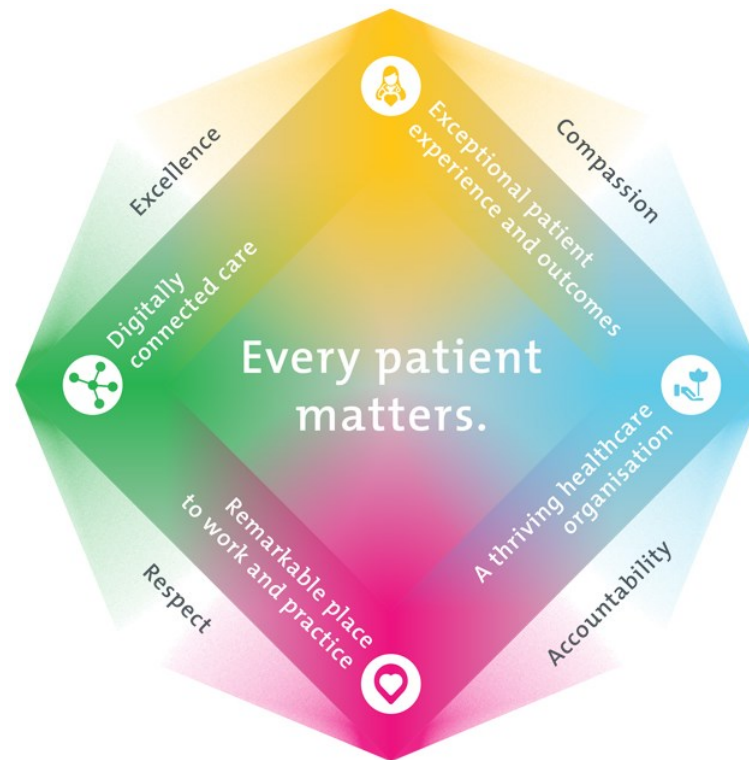
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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 broad direction of the Application Support and Maintenance Manager, the Applications Support Analyst is responsible for the execution of activities required to support and maintain applications within the Application portfolio, of the Digital and Technology division of Epworth Healthcare.

The Applications Support Analyst is part of a larger team providing support for all cloud and on prem applications ensuring they work as designed, are maintained and available as required. The Applications Support Analysts is responsible for the day-to-day execution of assigned tasks required for providing support, upkeep and maintenance of the application portfolio in line with agreed and implemented best practices and service levels. The role will administrator and perform technical and/or functional analysis when required to resolve issues and restore service as soon as practicable.

The Applications Support Analyst will possess functional knowledge, experience and/or technical skills to be able to perform the required duties required for the successful support and maintenance of Epworth Application Portfolio. This role is required to be available for on call support after hours.

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-centered 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.

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 <ul style="list-style-type: none"> • Provide ongoing maintenance of the Epworth application portfolio, including all support required for the successful operation of applications to meet service expectations. • Engagement of the Epworth applications management practices, processes and systems to improve the delivery of the application portfolio to meet the client satisfaction KPI's. • The triage of all escalated incidents, request for change, problems, errors and service requests. The undertaking of addressing with the view to restore service of all assigned support calls. • Provide an acceptable workaround to the Epworth users in a prompt fashion if a resolution is not readily available. • Assist with the implementation and/or upgrade of systems. • Ensure that integrations are monitored, functioning correctly and issues are resolved or escalated where required. • Work with the Test team to ensure the final product meets production release and support criteria. • Execute the required tasks for the successful management of the application lifecycle. • Proactively identify risks and issues affecting the delivery. • Proactively engage with customers and vendors to ensure business applications are meeting business requirements, escalating issues where appropriate. • Work with and manage 3rd party vendor logged support calls. 	<ul style="list-style-type: none"> • All technical support and maintenance required for the successful operation of the Epworth application portfolio is met. • Service commitments are managed and met as agreed, meeting client expectations. • Agreed support coverage of the application portfolio is maintained. • Escalations occur in a timely manner as appropriate. • KPI's are met and improved as agreed. • Compliance with Epworth policies is adhered to.

<ul style="list-style-type: none"> • Provide technical support for internal and external applications and integrations. • Develop and maintain system documentation, user training materials and process maps, etc. • Engage when required in the proactive management of relationships within Epworth, building a trusted partnership. • Participate in compliance and quality assurance deliverables within the application portfolio, in line with requirements under the Epworth risk management framework including OH&S, legislation, statutes, regulations and policies. 	
<p>Customer Service</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"> • Role model and actively promote a culture of high-quality patient care. • 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 • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service. • Responds quickly and proactively escalate concerns when necessary. 	<ul style="list-style-type: none"> • Customer service satisfaction surveys within agreed targets. • Issues are escalated to the manager and resolved in a timely manner.
<p>Safety and Wellbeing</p>	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions.

<p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. • Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace. • Integrate and review OHS performance in staff PDPs. 	<ul style="list-style-type: none"> • Implement and adhere to Epworth OHS policies, protocols and safe work procedures. • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours. • Mandatory training completed at agreed frequency.
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7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Tertiary qualifications in a relevant discipline and or equivalent mix of education and relevant experience within application development and/or support. • Extensive information systems and supervisory management experience in a complex organisation, preferably within the Health Sector or similar. <p>Desirable</p> <ul style="list-style-type: none"> • ITIL qualifications with service management experience in an operational environment. • Certifications in relevant field.
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • 2+ years IT industry with experience in delivery, software support and/or development. • Experience in implementing and integrating information systems. • Experience troubleshooting, maintaining applications, upgrading and migrating applications. • Experience working with modern technologies.

	<p>Desirable</p> <ul style="list-style-type: none"> • Understanding of information systems environments in the Health Sector, including the functional and non-functional use of these systems. • Experienced in Agile project management and Quality Assurance practices. • Experience in implementing and integrating complex information systems. • Knowledge of information systems support practices and ITIL across a wide range of enterprise information systems and related technologies. • Experience with complex application architectures, especially within the health sector. • Technical and functional experience with Patient and Client Management Systems is highly regarded. • Experience and/or knowledge of middleware and integration technologies, message queues, HL7 messaging and troubleshooting.
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Knowledge in application development and/or technical support. • Knowledge in application architectures with technical and functional experience with enterprise level application portfolios, including working with COTS, SaaS, delivered solutions. • Demonstrated understanding in implementing software applications including software packaging, configuration and scripting in a Hybrid environment. • Knowledge of middleware and integration technologies. • Strategic thinker with strong analytical and problem-solving abilities. • Excellent communication and interpersonal skills, with the ability to engage effectively with technical and non-technical stakeholders. • Strong written and verbal communication skills are essential <p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of information systems support practices and ITIL across a wide range of enterprise information systems and related technologies. • Knowledge of Agile & DevOps methodologies. • A continuous improvement and customer-centric mentality. • Ability to manage competing demands on workload.

Position Description



	<ul style="list-style-type: none">• Stress tolerance to work calm under pressure.• Knowledge of integration technologies including Rhapsody, HL7, message queues etc.• Ability to translate complex technology setups into an understandable format.• Knowledge of supporting COTS and SaaS applications.
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours <ul style="list-style-type: none">• Respect• Excellence• Compassion• Community• Integrity• Accountability	Essential <ul style="list-style-type: none">• 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: 01/09/2024	Date Last Reviewed:28/01/2025	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: _____

Position Description



Print Name:

Date: