

1. General Information

Position Title:	Infrastructure Data Centre Specialists
Division/Department:	Corporate
Position Reports to:	Cloud Technology Services Manager
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	
Location:	Pelaco Building, Richmond
Employment Status:	Full Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	Not Applicable
Key Relationships - internal and external	<ul style="list-style-type: none">• CIO Team• ICT Team• Vendor Management• IT Security• IT Incident and Change Management

2. Overview of Epworth HealthCare

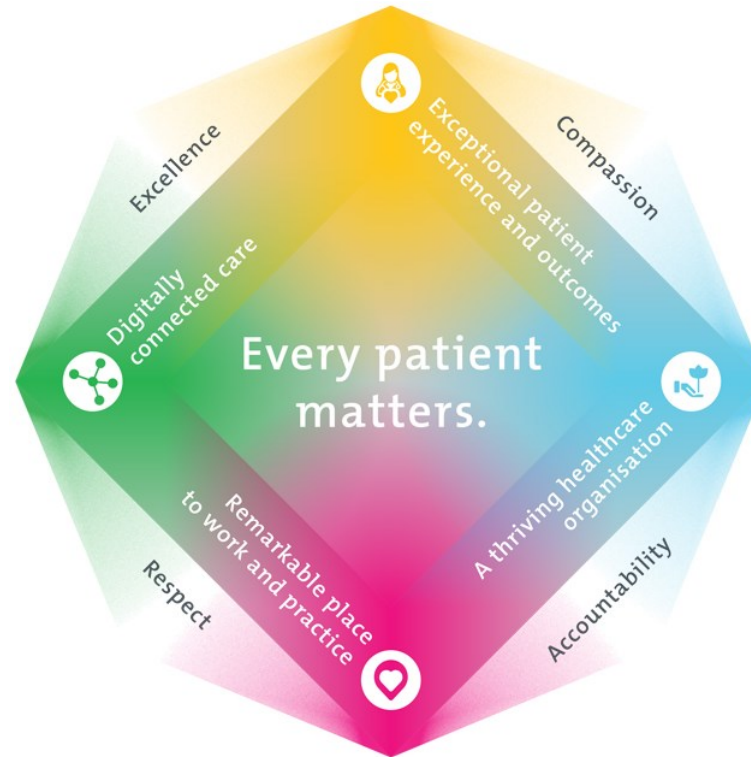
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

This position is integral to supporting Epworth’s Hybrid Data Centre environment while supporting the digital transformation strategy to become a more modern workplace through adoption of collaboration tools and cloud services. The Infrastructure Specialist primary responsibility will be the management and support of the on-premises data centers and infrastructure while lending support for our Azure, M365 and Microsoft Teams when required. This includes designing, installing, configuring, administering and optimizing the environments.

The Infrastructure Specialist will work closely with the IT Infrastructure Team Leader and other IT Specialists to ensure the hospital infrastructure, servers and environments are supported in alignment with strategic direction, industry best practice and security standards.

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>Deployment of infrastructure technology and supporting systems</p>	<ul style="list-style-type: none"> • Timely, efficient and problem free deployments • Ensure minimal to no interruption of end user systems • Adherence to change management process
<p>Systems administration and support</p> <p>Manage systems administration and support activities as directed by the team leader</p>	<ul style="list-style-type: none"> • Triaging and handling of day-to-day Infrastructure support jobs • Carrying out routine Infrastructure maintenance (patching/updates) • Ensuring IT security requirements are assessed as part of all changes as required
<p>Continuous Quality Improvement</p> <p>Assist in the ongoing reliability, availability and security of ICT systems.</p>	<ul style="list-style-type: none"> • Identify areas of value-added process improvement and projects • Complete tasks accurately • Maintain documentation (diagrams, instructions, plans) • Assist with planned scheduled maintenance • Ensure industry best practice and compliance with organisational and security requirements
<p>Collaboration</p> <p>Work collaboratively with internal stakeholders, customers and vendors with service professionalism and integrity</p>	<ul style="list-style-type: none"> • Collaborate with business users and members of the IT teams to identify and plan staged deployment of systems • Learn and develop infrastructure knowledge from one on one training and professional development where required • Share knowledge within the IS department
<p>Teamwork/Team effectiveness/Professional development</p> <p>Develop and maintain effective working relationships with all ICT staff</p>	<ul style="list-style-type: none"> • Collaborate with other ICT teams to deliver deployments and upgrades • Responsible for providing estimates of work where required and work to agreed timelines • Perform other duties as requested

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<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of 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">• 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	<ul style="list-style-type: none">• 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
<p>Safety and Wellbeing</p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none">• Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	<ul style="list-style-type: none">• 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

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Tertiary qualification in an ICT or related field or equivalent work experience
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • 3 plus years of VMware management • 3 plus years working in large complex Microsoft environment. • 3 plus years of server and storage support experience working with HPE (Nimble) and Pure Storage. <p>Desirable</p> <ul style="list-style-type: none"> • Recognised certification in cloud computing, networking, server management or equivalent work experience. • Working experience with Data Centre power and cooling. • Healthcare experience
Required Knowledge & Skills	<p>Essential</p> <p>IT Technical Skills:</p> <ul style="list-style-type: none"> • Expert understanding and working knowledge of VMWare, Server Infrastructure and SAN technologies • Experience in the support and maintenance of Server and SAN technologies including Pure Storage. • Management of Microsoft technology stack including DFS, DHCP/DNS and Active Directory. • Demonstrated systematic approach to problem solving • Broad knowledge of Information Technology, systems and ITIL processes. • Competent with troubleshooting Server and networking configurations. • Understanding of the IT security risk landscape and ability to consider the implications as part of daily work. <p>Training and Education:</p> <ul style="list-style-type: none"> • Provide technical education training, assistance and ongoing support • Identify and resolve client concerns <p>Reporting Skills:</p> <ul style="list-style-type: none"> • Good technical and practical documentation skills <p>Communication Skills:</p> <ul style="list-style-type: none"> • Excellent listening and verbal communication skills.

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	<ul style="list-style-type: none"> The ability to properly understand end-user issues and communicate solutions to non-technical staff <p>Desirable</p> <ul style="list-style-type: none"> Experience with Zerto Experience with HPE Alletra Storage Experience with CommVault Backup Solutions Palo Alto and Aruba Networking Administration, organisational, and reporting skills
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p> <ul style="list-style-type: none"> Compassion Accountability Respect Excellence 	<p>Essential</p> <ul style="list-style-type: none"> Excellent verbal and written communication skills 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 can 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. Actively participate in an after-business hours On-Call support roster, to provide escalated infrastructure support of urgent business incidents and requests <p>Desirable</p> <ul style="list-style-type: none"> Energetic, enthusiastic, and passionate for the role. Flexibility in working hours.

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
12 th 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: _____