

<b>Reports to</b>	Head of IT Service Management
<b>Direct reports</b>	Nil
<b>Band classification</b>	Band 4, HSV Enterprise Agreement 2023
<b>Date approved</b>	June 2024

## 1. HealthShare Victoria

HSV was established on 1 January 2021 as a commercially oriented independent provider of supply chain, procurement and corporate shared services to Victoria's public health sector.

HSV's purpose is to partner with Victoria's public health services and suppliers to support better value for the public health sector and better outcomes for their patients.

Our focus is on the end-to-end supply chain needs of health services, including operating the State Supply Chain, to ensure Victoria's public health services have access to goods that may be in higher demand or difficult to access. Under the Health Services Act 1988 (Vic), we administer compliance-related functions, and work with health services to assist them in meeting compliance and probity obligations.

As a customer-focused service organisation, we concentrate on providing services that our public health service customers can rely on, and our work supports our health service customers in delivering safe, high-quality and sustainable healthcare for all Victorians.

## 2. Position summary

2.1 The IT Support Specialist is responsible for supporting HealthShare Victoria's common IT Business Systems and Applications in line with HSV IT policies, processes, and governance structures. The role reports to the Head of IT Service Management and provides support and guidance on how to get the most from our core IT systems to the organisation. The successful applicant will have an inquisitive outgoing attitude with the ability to communicate outward in both technical and non-technical manner.

## 3. Specific duties and accountabilities

### 3.1 Role/team description

- a. Provide second and third level IT support and troubleshooting to internal users.
- b. Administer business systems and IT applications across production and test environments to ensure availability and performance targets are met.
- c. Act as the go-to person for business applications across the Microsoft 365 suite including Teams, SharePoint, and other applications. Exposure to Salesforce, Totara (e-learning) and Website Content Management Systems would be an advantage.
- d. Coordinate and perform application implementation, changes, and upgrades.
- e. Adhere to IT change control process across all environments.
- f. Monitoring of applications and systems to ensure on-going availability and capacity for all corporate systems.
- g. Work with interest groups to surface ideas for IT improvements.
- h. Investigate and resolve incidents and problems for all business systems and liaise with the IT service provider.
- i. Liaise with external vendors as required.
- j. Maintain operational support guides, user guides, tips and other technical documentation.

### 3.2 BeSafe

- a. Support the implementation of the BeSafe strategy to improve safety culture and outcomes across the business.
- b. Support the development of risk assessments and management of safety across HSV.
- c. Help coordinate BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- d. Actively engage with team members to communicate, educate, and facilitate awareness of risks and to mitigate adverse incidents and achieve positive safety outcomes.
- e. Promote Health and Wellbeing Committee (HAWC) initiatives across portfolio.
- f. Take reasonable care for your own safety and act in a safe manner to reduce risk to others.
- g. Work in accordance and cooperate with HSV BeSafe policies, procedures, and safe work practices. Attend any BeSafe activities, forums, and training to help create a robust safety culture at HSV.

- h. Report hazards, incidents, and injuries in a timely manner, and alert your manager or OHS/BeSafe committee member to any unsafe practice. Take part in actions to eliminate hazards.
- i. Take affirmative action to ensure your own safety such as wearing the required personal protective equipment, follow organisation COVID procedures, adhere to cleanliness requirements and take part in any required attestations.
- j. Seek information and advice, when necessary, when carrying out any new or unfamiliar work. Do not undertake work outside your skill set, knowledge, or license.

### **3.3 Leadership**

- a. Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- b. Maintain strong lines of communication with key HSV stakeholders to ensure the smooth operation of the organisation.
- c. Support organisational change and growth to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

### **3.4 HSV values and cross functional collaboration**

- a. Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HSV's values.
- b. Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- c. Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- d. Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- e. Uphold HSV values:
  - i. Customer-centric; We work with our customer and put them at the centre of our decision making.
  - ii. Solutions-focused; We work together to find the best operational and commercial outcomes.
  - iii. Accountable; We do what we say we will do.
  - iv. Respectful; We treat people the way we would like to be treated and work together in a safe, kind and honest way.
  - v. Open; We welcome new ideas and change as we continue to learn and grow.

### **3.5 Data security**

- a. Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to the IT Service Manager.

### **3.6 Other duties**

- a. While the principal duties of this position are as above, you may be required to undertake other duties from time to time.

## **4. Qualifications and Experience Required**

### **4.1 Academic**

- a. A relevant Information Technology qualification and proven experience working in a technical environment and providing IT application support.
- b. Strong working knowledge of various application platforms.

### **4.2 Experience**

- a. Training facilitation experience in a range of contexts including face-to-face, one-to-one or small group coaching, presentations and webinars.
- b. Experience developing a broad range of documentation such as user guides and manuals, technical specifications, and training materials.
- c. Computer literacy in MS Word, Excel, and HR Information Systems.
- d. Experience working in a corporate environment, preferably in government or healthcare.

### **4.3 Personal**

- a. Excellent interpersonal, communication and presentation skills, including an ability to acquire information and influence others with diplomacy, tact and discretion and to engage internal and external stakeholders at all levels with respect and confidence and strong written communication skills.

- b. Strong problem-solving skills, focus, persistence and a positive outlook to ensure work is completed and outputs are of the appropriate quality, and accuracy.
- c. Ability to manage and prioritise multiple concurrent tasks and meet tight deadlines as required to meet business needs.
- d. Ability to work in both a collaborative and autonomous manner.
- e. A high level of personal integrity.

#### **4.4 Location (s) for Work**

- a. Primary:
  - i. CBD Office, 50 Lonsdale Street, Melbourne Victoria
- b. Secondary:
  - i. Distribution Centre: Foxley Court Derrimut, Victoria.
  - ii. Distribution Centre: Ordish Road, Dandenong South, Victoria
- c. As relevant the role may be required to “work from home” from time to time.