

# Austin Health Position Description



Position Title: Pathology LIS Support officer

Classification:	HS4
Business Unit/ Department:	ICT
Agreement:	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS)SINGLE INTEREST ENTERPRISE AGREEMENT 2021-2025
Employment Type:	Full-Time Fixed Term
Hours per week:	40
Reports to:	LIS Manager
Direct Reports:	Nil
Financial management:	Budget: Nil
Date:	February 2025

## About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors and 3,000 nurses, and delivers a full range of leading edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is shaping the future through exceptional care, discovery and learning.

Our values define who we are, shape our culture and the behaviours, practices and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve and we shape the future. [www.austin.org.au/about-us](http://www.austin.org.au/about-us)

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

## About Austin Health Pathology

Austin Pathology provides comprehensive laboratory pathology testing to all the campuses of Austin Health. This service is provided in a manner consistent with the needs of a university teaching hospital and the strategic directions of Austin Health. High volume tests and most complex low volume testing are performed at the Austin Hospital. An expanding volume of point of care testing is performed at the majority of metropolitan and rural campuses.

The service also operates in the community supported through a number of outreach facilities and a substantial courier network. Austin Pathology also provides specialised testing to a number of external clients including other public and private pathology laboratories. Austin Pathology also provides Pathology services to the Mercy Hospital for Women, four health services in the Hume region, seven health services in Loddon Mallee region and two services in the Goulburn Valley Health.

Austin Pathology is managed by the Pathology Executive (PE) which includes the Director and Medical Director of Pathology, Director of Anatomical Pathology, Professor of Infectious Diseases, and Business Manager. This group is responsible for both the service and business aspects of the Pathology Service and is directly responsible to the CEO of Austin Health.

Austin Pathology plays a major role in providing teaching and research expertise and facilities to Austin Health and the wider community. Formal lectures, tutorials, seminars and job training are provided to both post graduate and undergraduate students from The University of Melbourne and RMIT. In house research and development, collaborative projects, and clinical trials make up the bulk of the research activities.

Austin Pathology encourages and fosters research according to the Research and Development Policy of the Pathology service. All projects conducted within Pathology, or using any Pathology resources, are reviewed by the relevant Research Reference Group before being considered for approval. No research or development is to be conducted without prior approval.

The major areas of expertise of Austin Pathology include molecular diagnostics, thrombophilia testing, protein chemistry, neuropathology, hepatopathology and isolation and identification of antibiotic resistant pathogenic organisms.

## Position Purpose

The Pathology Laboratory Information System (LIS) support officer sits in the Austin Health IT Application and integration Services Group (ASG), works under the supervision of the LIS Manager and is responsible for the daily support, maintenance and improvement of the LIS and Integration systems. This includes but is not limited to performance of systems checks, testing, trouble shooting and problem resolution. The role will also be required to perform rotational on-call support.

## Purpose and Accountabilities

### Role Specific:

- Provide IT support via phone and Jira ticketing queue for Business as Usual issues or projects as directed by LIS Manager.
- Work collaboratively with colleagues, vendors and system owners in introducing or improving application functionality and/or integrating systems.
- Apply a high level of technical knowledge and support when troubleshooting technical and systems failures.
- Works with the Application and Integration team to ensure the processes and documentation are aligned with Austin Health best practices.
- Responsible for reviewing and implementing effective system test plans.
- Actively monitors and takes corrective actions of Jira help desk for Pathology issues and improvements, ensuring requests are actioned according to appropriately set KPIs.
- Seek opportunities for problem resolution based on reviewing commonly occurring support requests.
- Responsible for writing effective IT project implementation documentation and change request documentation which includes detailed technical and functional specifications as required.
- Provide effective communication to Pathology and Austin Health IT as appropriate.
- Participates in knowledge sharing activities with colleagues.

### All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse): [OPPIC](#)
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

### People Management Roles:

- Ensure clear accountability for quality and safety within the department
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs; ensure the risk management system is functional
- Be aware of and comply with the core education, training and development policy.

## Selection Criteria

### Essential Knowledge and skills:

- Tertiary qualification in Information technology.
- Experience in operating and managing Pathology LIS systems.
- Thorough understanding of and experience in Pathology operations, service requirements and associated regulatory requirements.
- A proven ability to plan and organise competing work requests to agreed deadlines.
- Is well rehearsed in managing releases in a three-tier environment and managing user acceptance and system integration testing signoff.
- Proven ability to analyse complex problems, and be flexible, innovative in the provision of solutions within a rapidly changing environment.
- Ability to work as a member of a team (team player) with limited supervision and in a team environment of high work volume and conflicting priorities.
- Excellent aptitude in learning new systems quickly and is able to effectively use work tools and resources to meet the requirements of this role.
- Excellent communication, troubleshooting and applications support skills.
- Experience working with and developing queries using SQL (or equivalent languages).
- Experience in administrating and developing HL7 interfaces using Rhapsody.
- Basic understanding of HL7 standard and HL7 interfaces.
- Equitably shares in performing duty officer and on-call duties.
- In rare circumstances in this role, you may be contacted by colleagues or management out of hours or when you are on leave, to request assistance with investigation and resolution of any priority incident. You must make best endeavors to respond to this contact as soon as possible.

### Desirable but not essential:

- Experience with AUSLAB evolution configuration and build.
- Experience in a similar role.
- HL7 and Rhapsody experience.

## General Information

### Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

## Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website:

<http://www.austin.org.au/careers/Aboriginalemployment/>

## Document Review Agreement

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	

## People Management Role-Direct Reports

