

# Austin Health Position Description



**Position Title: Application and Integration 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
Hours per week:	40 (38+ADO)
Reports to:	Manager, Application and Integration Services
Direct Reports:	Nil
Financial management:	Budget:
Date:	06/11/2024

## 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 to change healthcare for the better through world class research, education and exceptional patient care.

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>

## Position Purpose

The position of Application and Integration Officer is to manage and support the Patient Administration System (PAS), the integration of the PAS (TrakCare) and the EMR (Cerner) to other systems including Billing, Pathology, Radiology, Pharmacy and other departmental applications.

The incumbent will be required to work closely with the team leaders in providing the support services to the various system owners.

## About EMR and ICT Services

The Austin Health Information Services Department is responsible for delivering applications to our customers which are intuitive and simple to use. We deliver strategic plans, thought leadership, education, training, customer assistance and customer support to make sure that all information systems improve work practices and help the hospital to deliver safe, efficient, effective, patient centred care.

The department provides a wide range of information and communication technology services to the hospital. Information and communication technology services are grouped into the following functional streams:

- Support Services
- EMR Services
- Application and Integration Services
- Technical Services
- Strategy, Engagement and Project Services

The IC&T environment includes business critical clinical and business information systems and multi-campus data and telecommunications networks. It supports over 8,000 staff, 5,000+ computers, 200+ applications, 300+ Microsoft Windows and Unix servers, multiple database products, and more than 11,000 telecommunication devices (telephone handsets, pagers, mobile phones, tablet devices etc.).

Business-critical information systems (24 hours a day, 7 days a week) support hospital staff and patients in Emergency, Theatres, ICU, Radiology, Pathology and other clinical units, as well as nursing and hotel services (beds, meals, etc.) for about 800 inpatients and an average of 700 outpatients treated each day. Loss of access to computer services may compromise patient treatment and can significantly reduce patient throughput. Payroll, nurse rosters, building administration, supply logistics and telecommunications add to the complexity and criticality of the information technology network.

## Purpose and Accountabilities

The Applications and Integration officer role is primarily focused on:

- Provide support to key enterprise applications and the integration of these applications. This includes fielding incoming service calls from end users and takes appropriate action to resolve application and/or integration issues. These actions include documenting issue, prioritising requests, engaging vendors or developing a solution.

- Work collaboratively with colleagues, vendors and system owners in introducing or improving application functionality and/or integrating systems.
- Works with the Application and Integration team members in transitioning software through the three-tier environments using established release management process.
- Contribute to improvements to established ICT systems and processes as part of improving the quality of service that is provided to customers.
- Actively monitors and takes corrective actions on application and integration services to ensure the services perform in an optimal manner and within established thresholds.
- Develops reports and extracts to established standards using the appropriate development and reporting tools.
- Works with vendors and stakeholders in enhancing Web-based solutions and when required participates in the development of minor enhancements.
- A demonstrated commitment to customer service in a demanding environment building strong working relationships with all stakeholders.
- Personal maturity to deal with a range of competing priorities and professional judgement to handle emergency situations effectively.
- Ensure application environments are fully maintained with appropriately supported updates, patches and/or service packs in line with corporate system and IT security policies.
- Works collaboratively with vendors to identify product features that improve business processes.
- Participates in knowledge sharing activities with colleagues and other staff.
- 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.

#### **All Employees:**

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on The Pulse.
- 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

The role requires the incumbent have recent experience in administrating, configuring and supporting an enterprise application and enterprise integrating services.

### Essential Knowledge and skills:

1. Has previously performed a support role working in a 24/7 capacity with vendors and various stakeholders in delivering new applications, improvements to applications and integrating disparate applications.
2. Performed administration, configuration and development changes in applications to enable additional functionality to be made available to users in meeting functional and workflow requirements.
3. Demonstrated experience in using a software development methodology and tools in delivering application and integration functionality that meets user requirements.
4. Is proficient in the use of reporting and extracting tools (the preferred skills include Microsoft SQL Server, Crystal Reports, JReports).
5. Is well rehearsed in managing releases in a three-tier environment and managing user acceptance and system integration testing signoff.
6. A demonstrated experience in improving systems and processes that have resulted in the quality of service provided to customers.
7. A proven ability to plan and organise competing work requests to agreed deadlines.
8. High level of written and verbal communication skills is required that provides information to various people (technical and non technical) in a purposeful, constructive and impartial manner.
9. Proven ability to analyse complex problems, and be flexible, innovative in the provision of solutions within a rapidly changing environment.
10. 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.
11. Proven aptitude for problem-solving in a technical environment and experience in supporting a real-time on-line production environment.
12. Excellent aptitude in learning new systems quickly, and is able to effectively use work tools and resources to meet the requirements of this role.

### Desirable but not essential:

1. Health industry experience in administrating, configuring and/or supporting a Patient Administration System (TrakCare and Cache), and Clinical System (Cerner).
2. A relevant tertiary qualification and/or well-recognized IT industry certification and/or membership of the Australian Computer Society.
3. Experience in administrating and developing HL7 interfaces using Mirth or Rhapsody.
4. An excellent knowledge of Microsoft development tools including VB.Net, ASP.Net, T-SQL, etc.
5. Good understanding of relational database design principles and used them in practice.

## 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

