Austin Health
Position Description

Position Title: EMR Systems Analyst

Classification:	HS31 with above award hourly rate
Business Unit/ Department:	EMR (Electronic Medical Records) Services
Work location:	Austin Health
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	Full-Time
Hours per week:	38
Reports to:	EMR Services Manager
Direct Reports:	nil
Financial management:	Budget:
Date:	13/06/2025

About Austin Health

Austin Health is recognised for high-quality, person-centred care. We're renowned for our specialist work in cancer, transplantation, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

We're the largest Victorian provider of training for specialist physicians and surgeons, and internationally recognised as a centre of excellence in hospital-based research.

Our services are delivered to patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan here.

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our Gender Equality Action Plan we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

Position Purpose

The EMR System Analyst is responsible for the configuration and ongoing maintenance of the Cerner Millennium Clinical System at Austin Health.

- Delivery of quality Cerner application technical development/configuration

- Identifying Cerner Millennium system functionality needs and make recommendations on appropriate changes

- Consult key stakeholders in the development of new processes, business rules and policies to ensure the system can support the operational needs of the Austin Health clinical staff

- Maintain knowledge of workflow and practice in clinical areas, including the ability to document and process maps

- Serve as an expert resource and communication liaison for EMR Services as required

- Offer viable solutions, decide on the optimal course of action including escalation of problems as required to appropriate staff, both internal & external to the organization

- Liaise with ICT (Information Communication and Technology) & EMR staff to ensure the projects fit within the current standards and requirements to meet the needs for the organisation.

About EMR and ICT Services

The Department provides a wide range of Information Communication and Technology (ICT) and Electronic Medical Record (EMR) Services to Austin Health staff.

ICT and EMR Services is grouped into the following functional streams:

- ICT Services
- Infrastructure Services
- Application, Integration Services
- Strategy Engagement and Project Services
- EMR services

The ICT and EMR environment include business critical information systems and multi-campus data and telecommunications networks. It supports over 8,000 staff, computers, applications, Microsoft Windows, Unix servers and multiple database products and telecommunication devices.

EMR services office is located at the Austin Campus, however staff are required to work across all Austin Health campuses as required. The EMR team strives for a positive collaborative environment built on trust. They work towards collective decisions, and they are held accountable for outcomes.

Purpose Accountabilities

Role Specific:

- Providing day-to-day support and monitoring on the Cerner Clinical System Service Desk queue as per roster. Shift coverage will also be required on the weekends depending on demand. Therefore, staff in the EMR Services will be expected to work weekends occasionally

- Participate in on-call roster, which provides after hours support to Austin Health staff this infers compliance with on-call policy

- Perform Functional build tasks relevant to Cerner Millennium Clinical System enhancements

- Participate in the functional testing of databases in the Cerner Millennium Clinical System and medication process prior and after the implementation of the System

- Customizing EMR workflows and templates.
- Developing scripts, forms, or modules within the EMR.
- Configuring user roles, permissions, and clinical decision support.
- Support upgrades and troubleshooting.
- Ensure required local configuration is maintained in accordance with guidelines and RDDS cycles by using the required Cerner Admin Build and Maintenance Tools

- Engage with ASG (Application Support Group) for advice and assistance on complex development activities.

- The EMR Analyst will have their own portfolio for which they will have primary responsibility, but they will work on other portfolios as directed by EMR Services Manager

- Document change requests for system enhancements

- Participates in meetings, committees and continuing education to improve individual, departmental and Organisational performance

- Participate in activities for implementation of system upgrades including new or customized software through system testing, integration, deployment to production and application support and/or new database content releases.

- Participate in the regular audit review of Cerner Millennium system usage

- Participate in the delivery of Cerner Millennium training to Austin Health staff

- Participate in collection of data for measuring system benefits and performance

- Participate in the content management of the EMR Services Intranet page

- Perform special tasks or functions that go beyond the day-to-day activities of EMR Services as required by the EMR Services Manager

- Research Cerner's recommended process for electronic documentation and conform where reasonable and applicable to Austin Health's needs

- Engage and collaborate with stakeholders/clinicians to co-design new ways of working in a digitally transformed environment

- 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.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality & risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person centred care.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

Selection Criteria

Essential Knowledge and skills:

- Tertiary qualifications in Computer Science, Information Systems
- Experience with Cerner Millenium platform
- Experience in EMR configuration and/or development
- Experience in JavaScript, HTML, CSS, SQL

- Excellent ability to work as a part of a team whilst managing own workload with Minimum supervision ensuring priorities and deadlines are met
- Highly Independent and self-motivated worker
- Excellent ability to deal effectively in developing and maintaining good relationships with All stakeholders
- Highly developed administrative and organizational skills including the ability to Prioritize needs, meet strict deadlines, anticipate potential problem areas and initiate remedial action
- Strong ability to communicate confidently (both in writing and verbally) at all levels and establish a good rapport with a diverse range and level of hospital staff is essential
- Flexibility and experience in change management

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

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

Document Review Agreement

Manager Signature	
Employee Signature	
Date	