Austin HEALTH

Technical Specialist - HR Transformation

Classification:	HS3
Business unit/department:	People & Culture – HR Shared Services
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Fixed-Term Full-Time
Hours per week:	Full time
Reports to:	HR Transformation Program Lead
Direct reports:	0
Financial management:	Budget: Nil
Date:	February 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The HR Transformation Technical Specialist is responsible for the hands-on build, configuration, and technical delivery of platforms and tools underpinning the HR Service Delivery Transformation Program. Working under the direction of the HR Transformation Program Lead, this role is the primary technical resource for configuring JIRA Service Management and Confluence to support new HR workflows, case management, SLA tracking, reporting dashboards, and the centralised knowledge base.

This is a technically focused role requiring a detail-driven professional who can translate business requirements into well-configured, reliable platform solutions. The Technical Specialist will also manage data and content migration activities, build automated reporting, and provide technical support to HR staff during rollout and hypercare periods.

About the HR Shared Services Department

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The People & Culture Directorate is one of seven reporting to the Chief Executive Officer. Based at the Repatriation Campus of Austin Health, the HR Shared Services department is an enablement function comprising teams that provide accurate and efficient HR services across the organisation.

The HR Service Delivery Transformation Program has been established to systematically address operational gaps across case management, knowledge management, service ownership, performance measurement, and stakeholder feedback. The Foundation Phase is the critical first stage, establishing the capabilities and infrastructure required to enable all subsequent phases including self-service portals, SuccessFactors optimisation, and future AI and automation capabilities.

Position responsibilities

<u>Role Specific:</u>

Service Catalogue Development & Process Mapping

- Map existing service types across HR Services, HR Systems, and Payroll, working with SMEs to document current-state processes, handoff points, and escalation pathways.
- Assist in the development of the service catalogue, documenting clear service definitions, ownership assignments, accountability structures, and decision criteria for escalation.
- Work with the Program Lead to develop current-state and future-state process maps using appropriate tools and methodologies.
- Configure JIRA SM request types, categories, and automatic routing rules aligned to the service catalogue and ownership matrix.
- Publish the service catalogue in Confluence, ensuring it is accessible, clearly structured, and linked to relevant JIRA SM request types.

JIRA Service Management Configuration & Build

- Configure JIRA Service Management projects, request types, custom fields, screens, and forms to support HR case management, service catalogue, and SLA framework requirements as directed by the Program Lead.
- Build and maintain custom workflows for grievances, complex personnel matters, and general HR service requests.
- Configure SLA metrics, breach alerts, escalation rules, and automatic ticket routing based on request categorisation and service ownership matrix.
- Develop and maintain queues, filters, and views to support efficient ticket triage and team workload management.
- Configure access controls, permission schemes, and visibility rules to ensure sensitive case data is appropriately restricted.
- Enable and configure CSAT surveys within JIRA SM to capture post-resolution feedback.

Confluence Knowledge Base Build & Content Migration

- Implement and configure the Confluence knowledge base, including space structure, page hierarchies, labels, and templates aligned to the agreed information architecture.

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- Lead the technical migration of HR policies, procedures, and guidance documents into Confluence, working with SMEs to consolidate content and eliminate duplicates and conflicts.
- Configure space-based permissions, ensuring appropriate access for HR staff, managers, and employees in line with content governance requirements.
- Link Confluence knowledge articles to JIRA SM request types so agents can reference authoritative guidance during ticket resolution.
- Establish page templates and formatting standards to ensure consistency and ease of maintenance across the knowledge base.
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Dashboards, Reporting & Data

- Design and build automated reporting dashboards in JIRA SM covering SLA compliance, ticket volumes, resolution times, first contact resolution, case aging, and CSAT scores.
- Develop Confluence analytics views to track knowledge base utilisation, article views, and search effectiveness.
- Support data extraction, cleansing, and migration activities required to establish baseline metrics and populate new systems.

Technical Support, Testing & Troubleshooting

- Perform end-to-end testing of configured workflows, automations, SLAs, and integrations prior to go-live, identifying and resolving defects.
- Provide hands-on technical support to HR staff during rollout and the hypercare period, troubleshooting configuration issues and resolving user queries.
- Liaise with IT and Atlassian platform administrators to resolve technical issues, manage platform updates, and ensure system stability.
- Document all technical configurations, build decisions, and troubleshooting guides in Confluence for ongoing reference and knowledge transfer.
- Identify opportunities for automation and efficiency improvements within JIRA SM and Confluence and recommend enhancements to the Program Lead.

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 and escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centred care
- Comply with Austin Health mandatory training and continuing professional development requirements
- Work across multiple sites as per work requirements and/or directed by management

Selection criteria

Essential skills and experience:

- Demonstrated hands-on experience configuring and administering JIRA Service Management, including workflows, SLAs, automation rules, request types, permission schemes, and dashboards.
- Demonstrated experience implementing and administering Confluence, including space design, page hierarchies, permissions, templates, and content migration.
- Experience in process mapping and analysis, with the ability to document current-state and future-state workflows and identify improvement opportunities.
- Strong technical problem-solving skills with the ability to translate business requirements into effective platform configurations.
- Experience building reporting dashboards and data visualisations using JIRA SM native tools, Confluence analytics, and/or Power BI or equivalent.
- Proven experience in data migration, content migration, or system implementation projects.
- Demonstrated ability to work within agile or iterative delivery frameworks, contributing to sprint planning and meeting sprint commitments.
- Proficiency in Microsoft Office 365, particularly Excel for data manipulation and analysis.

Desirable but not essential:

- Atlassian certification (e.g. JIRA Service Management Administrator, Confluence Administrator).
- Experience working within a healthcare or public health sector environment.
- Experience with SAP SuccessFactors or other enterprise HRIS platforms.
- Familiarity with ITIL or IT service management frameworks and principles.
- Experience with JQL (JIRA Query Language) for advanced filtering and reporting.
- Experience developing service catalogues, service definitions, or RACI/ownership matrices.

Professional qualifications and registration requirements

- Tertiary qualification in a relevant discipline (e.g. Information Technology, Information Systems, Business, Project Management) or equivalent combination of relevant experience and education.

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and 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-centered care.

- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety
Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer
We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment
We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.

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