

POSITION DESCRIPTION

General Information

Position: Assistant Information and Technology Manager

Purpose: The Assistant Information Manager is accountable to the Information Manager for supporting the development and management of Gold Coast Primary Health Network (GCPHN)'s information and communication technology (ICT) services (including data frameworks) and ICT infrastructure.

The Assistant Information Manager may have responsibility for a member of staff or project contractor from time to time, and is a member of GCPHN's IT and broader Systems team.

About the Organisation

Strategic Statement: Building one world class health system for the Gold Coast.

Strategic Goals:

- Improve coordination of care to ensure patients receive the right care at the right place at the right time
- Increase efficiency and effectiveness of health services for patients particularly those at risk of poor health outcomes
- Engage and support general practice and other stakeholders to facilitate improvements in our local health system.
- Be a high performing efficient and accountable organisation.

Values:

- Sustainable – Efficient, Effective, Viable
- Collaborative – Partnerships, Integrated, Engaged
- Innovative – Flexible, Pioneering, Evolutionary
- Influential – Visible, Valued, Courageous
- Evidence Based – Research, Documenting, Transparent
- Accountability – Respect, Responsible, Outcomes

Key Accountabilities

Information and ICT Management:

IT strategy and planning	<ul style="list-style-type: none">• Supports the IM Manager to review and development the IT strategy.• Maintain and review policies, standards, processes, and guidelines for GCPHN IT strategy.
Enterprise and business architecture	<ul style="list-style-type: none">• Supports the IM Manager to manage the life cycle of IT systems.• Represents IT interest to management, staff, and external parties.
Information management and governance	<p>Support the IM Manager to:</p> <ul style="list-style-type: none">• Enhance the Information architecture – business functions and data.• Ensure compliance and codes of good practice relating to information and knowledge management.• Provide specialist advice on ICT and information-related risks.

	<ul style="list-style-type: none"> • Manage inventory of controlled ICT assets and information assets. • Report ICT service performance and supporting registers. • Operate in accordance with principles embedded in standards and ensure compliance with legislation, licensing arrangements.
Information Technology management	<p>Support the IM Manager to:</p> <ul style="list-style-type: none"> • Implement strategy for management of ICT resources. • In collaboration with the managed service provider, manage design, procure, install, upgrade IT infrastructure and its performance. • Manage SLA performance. • Manage and resolve operational problems.
Stakeholder and workplace relationship management	<ul style="list-style-type: none"> • Ensure stakeholders understand the IT services available and any corporate requirements. • Represent the IM Manager on stakeholder forums and committees in relation to ICT or ICT related practices and procedures as required. • Regular attendance at team, all staff, and other meetings.
Information security management and quality assurance	<ul style="list-style-type: none"> • Support the organisation's compliance with ISO27001 ISMS and ISO9001 Quality Management standards. • Promote information security advice and guidelines. • Under the direction of the IM Manager: <ul style="list-style-type: none"> ○ assist in the identification and management of vulnerability, security risks, impact assessments, breaches. ○ participate in penetration testing and security risk assessments. ○ research, implement and administer (if necessary) security models with rights and privileges.

Business Systems Analysis and Development:

Technical specialism	<ul style="list-style-type: none"> • Provide expert advice on IT tools and their application – especially in Microsoft suite.
Solution architecture	<ul style="list-style-type: none"> • Support the IM Manager in the development of system architectures in specific business areas and to support implementation of products. • Provide advice on technical and best practice in system integration.
Programming/ software development	<ul style="list-style-type: none"> • Manage, design, code, test, correct, document scripts and processes. • Review own and others work.
Database administration	<ul style="list-style-type: none"> • Manage and provide support to corporate databases. • Monitoring ICT administration tools and liaising with Information Manager and/or MSP as required.
Systems software	<ul style="list-style-type: none"> • Review, plan, and manage software updates with MSP. • Manage environment to maximise software and hardware.
Business process improvement and change management	<ul style="list-style-type: none"> • Analyse business processes and systems for optimising through technology and identify solutions/options for business improvement. • Assist the IM Manager in the implementation of ICT change.
Emerging technology monitoring	<ul style="list-style-type: none"> • Assist the IM Manager to assess new and emerging hardware, software, communication technologies, products, methods, and techniques.

Information Access and Use Management:

- Comply with the Information Management Policy Framework.
- Contribute to the safe collection, storage, access/disclosure, use, retention, and disposal of data.
- Report any breach or perceived breach of the Australian Privacy principles to their manager.

Work Health & Safety:

- Contribute to maintaining a safe workplace and culture.
- Be aware and work within the requirements of the Work Health and Safety Act 2011.

Capabilities for the Role

Within the context of the responsibilities described above, the ideal applicant will be someone who:

Supports strategic direction - *Anticipates, analyses and evaluates information. Displays innovative thinking and is solutions focused.*

Achieves results - *Works independently and proactively collaborates with others to achieve results. Displays a strong work ethic and resilience.*

Builds productive relationships – *Builds trust and effectively works together with a diverse group of internal and external stakeholders to achieve mutually beneficial outcomes.*

Displays personal drive and integrity – *Displays judgement, initiative and professionalism. Proactively seeks to continually learn and develop.*

Communicates with influence – *Communicates complex information in a clear and effective manner for the target audience.*

Selection Criteria

Essential:

- Demonstrated experience in information systems, management, and administration.
- Proven ability to work with business stakeholders, to identify and deliver business solutions.
- Demonstrated experience in the implementation (including change management) of ICT technical services, delivery processes, ICT standards and methodologies to achieve high quality service outcomes.
- Demonstrated experience in relational database technologies.
- Applied knowledge of the principles of information and security management, and data governance.
- Demonstrated interpersonal and communication skills, with a consultative manner and commitment to team-based approach.
- Sound knowledge of Microsoft platforms - Office 365, Azure, and Dynamics.
- Ability to act on own initiative within established policies, financial delegations, and guidelines, providing information and technology advice to the organisation, working to tight and often changing timeframes.
- At least 5 years of business and systems IT experience.
- A relevant qualification in information management systems or related field is required.

Desirable:

- Certification in Agile, ITIL, BPMN, ISO27001 will be well regarded.
- Working knowledge of SQL/PowerShell and Python is well regarded.

Reporting Relationships

Reports to: Information Management Manager.

Direct Reports: Nil. From time to time there may be team leadership and/or contractors brought in on a project basis.

Level of Delegation: This will be in accordance with the Delegation document.

DOCUMENT CONTROL

Managed by: HR Manager	Approved by: CEO	Version: 1.0
Next review date: 31/03/2025	Date approved: 05/03/2024	Status: FINAL

REVISION RECORD

Date	Version	Revision description
05/03/2024	1.0	Developed as a new PD.