



# POSITION DESCRIPTION

<b>Date</b>	28 January 2021
<b>Position Title</b>	ICT Administrator
<b>Division</b>	Administration
<b>Reports to</b>	ICT Manager

## SECTION 1

### Mission, Vision and Values

**Mission:** - To deliver the highest quality healthcare experience for patients

**Vision:** - To be the preferred choice of Doctor's, Staff and Patients, recognised for the provision of high-quality medium acuity surgical services and palliative care.

**Values:** Bethesda Health Care is committed to and promotes the following values:

- Teamwork – we create an environment of unity and togetherness
- Respect – we recognise and acknowledge the uniqueness and value of every individual
- Integrity – we demonstrate honesty and trust
- Compassion – we work to express God's love through a caring expression of kindness, tolerance and tenderness
- Excellence – we excel in all that we do so that we can promote the mission of our hospital
- Professionalism – we have pride in the high level of care and service we offer

Staff are expected to demonstrate these values in the way they work and to live the positive behaviours as described in the Bethesda Health Care Code of Conduct and to contribute to and promote the positive working culture of the organisation.

## SECTION 2

### Position Summary

The purpose of the position is to maintain and be responsible for the information and communications technology infrastructure, including hardware, software and networking.

## SECTION 3

### Key Working Relationships

INTERNAL	EXTERNAL
ICT Team	Software & Hardware Vendors
Bethesda Staff	ICT Support & Solutions providers
Executive Assistant	
Department Managers	

## SECTION 4

### Key tasks

#### Administrative

- Contribute to and maintain ICT system security and disaster recovery.
- Providing technical support for implementation of software & hardware.
- Undertakes routine patching and updating of software and firmware across the environment, including out of hours when necessary.
- When able, provide out of hours assistance for critical issues and escalate as necessary to support provider.
- Provide cover and a point of escalation for the ICT Support Officer, as necessary.
- Maintain and manage ICT documentation.

## SECTION 5

### Health, Safety, and the Environment

- Adhere to policies, procedures, and standard operating procedures.
- Report incidents, hazards, and injuries
- Use personal protective equipment as required and directed.
- Raise OSH issues with OSH representative/s
- Promote a safe work environment by assessing the work environment and not misusing or bypassing systems of equipment

## SECTION 6

### Quality and Risk

- Record initiatives and issues in RiskMan
- Abide by Bethesda Health Care's Code of Conduct, Occupational Health and Safety legislation, Equal Opportunity Act
- Complete mandatory training and participate in development reviews

## SECTION 7

### Partnering with the Consumer

- Acknowledging patients, responding to general non-clinical queries, providing assistance as appropriate, encouraging the use of formal feedback systems



**SECTION 8**  
**Selection Criteria**

<b>Qualifications</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Current Police Check (no more than six months old).</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ IT related qualification, or equivalent experience.</li> <li>▪ Microsoft certifications (O365, Azure, Exchange, Windows Server, etc.)</li> <li>▪ VMware certification.</li> <li>▪ NSE4+ certification or similar.</li> <li>▪ ITIL certification.</li> </ul>
<b>Knowledge</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Understanding administration of an ICT infrastructure and security environment at a business/enterprise level.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Understanding and experience of the following technologies: <ul style="list-style-type: none"> <li>▪ MS SQL</li> <li>▪ IIS</li> <li>▪ Microsoft Server / Exchange / Office 365</li> <li>▪ VMware</li> </ul> </li> </ul>
<b>Skills</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Advanced troubleshooting.</li> <li>▪ Strong customer service skills.</li> <li>▪ Excellent verbal and written communication skills.</li> <li>▪ Basic networking diagnostic skills.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Proven ability to work independently.</li> </ul>
<b>Experience</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Prior experience in an ICT Administrative or System Administration role.</li> <li>▪ Ability to manage own time, prioritise and organise own workload.</li> <li>▪ Building and sustaining relationships with colleagues and end users.</li> <li>▪ Demonstrated experience working with server technologies.</li> </ul>

**Desirable**

- Prior experience in a SQL database maintenance
- Prior MSP (Managed Service Provider) environment experience.

**SECTION 9**  
**Acceptance of Position Description**

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Employee

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Date

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Manager

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Date