



Position Description

Position title	Technical Analyst
Classification	APS5
Location	Brisbane/Sydney/Canberra
UPI number	APS50108

About the Australian Digital Health Agency

The need for a connected healthcare system is greater than ever – one that’s accessible, progressive and secure. Better use of data and technology is helping people live healthier lives, with greater control and better access to important health information.

Tasked with improving health outcomes for Australians through the delivery of digital healthcare systems and the National Digital Health Strategy for Australia, the [Australian Digital Health Agency](#) (the Agency) commenced operations on 1 July 2016.

The Agency is responsible for national digital health services and systems, with a focus on engagement, innovation, clinical quality, and safety. Our focus is on getting data and technology to work for patients, consumers and the healthcare professionals who look after them.

Our vision

A healthier future for Australians through connected healthcare.

Our mission

To create a collaborative environment to accelerate adoption and use of innovative digital services and technologies.

Our values



Working together
collaboratively



Respect and
trust



Transparent



Accountable



Innovative

Our Flexible Work Environment

The success of the Australian Digital Health Agency depends on the ability and opportunity of each individual team member to deliver projects and work outcomes.

The Agency is committed to creating conditions for high performance which includes taking a holistic view of the needs of individuals, while also creating opportunities to build connections and collaborate in ways that support face-to-face and virtual work environments.

Our people are expected to lead and operate in hybrid teams, working from a variety of geographic locations, in a way which builds capability, cohesiveness, productivity and is consistent with Agency culture. We have a principles-based Flexible Working Arrangements Policy and Workforce Strategy to support this way of working.

Division overview

Digital strategy – responsible for national digital health design and strategy, underpinned by strong clinical governance and digital health standards.

Primary purpose of position

The APS Level 5 Technical Analyst at the Australian Digital Health Agency's is part of the Solution Architecture Section in the Digital Health Architecture Division.

The Technical Analyst will provide technical advice and support for all the Agency's digital health products and services with an initial focus on My Health Record. The Technical Analyst will have excellent communication skills and as required will partner with business stakeholders to support Jurisdictional engagements and software vendors in the adoption of the Agency's products and services.

The Technical Analyst provides technical support and advice on upcoming projects to the infrastructure, delivery, and project teams, and as required will work with the project team and delivery partners on enhancements to products and services.

The Technical Analyst is required to undertake work that is complex in nature and operate under limited direction, they will need to have excellent problem-solving abilities, and have a can-do attitude. They are accountable for organising their workflow and making independent decisions relating to an area of responsibility.

Relevant duties

1. Leadership and Accountability

- Provide technical expertise that contributes to business unit outcomes.
- Have accountability for tasks and decisions and supports less experienced employees in achieving their goals through the provision of guidance and quality assurance.
- Develop plans and objectives for short-term tasks of the work area and contribute to strategic planning for longer-term initiatives of the section.
- Collaboration with architects, platform teams, and technology areas to help complete solution designs.
- Collaborating with business stakeholders and product owners to translate business requirements into workable technology outcomes for the Agency.

2. Management Diversity and Span

- Conduct quality assurance activities for the outputs of lower level employees.
- Role may also be required to undertake specialist or technical research and analysis, conduct investigations and provide advice on policies and legislation.

- Assist in the management of corporate functions including human resources, property, information technology security and finances.
- Support the Agency's technology adoption for the use of Digital Health initiatives including My Health Record; focusing on increase connectivity and use within General Practice, Community, Pharmacy, Private and Public acute care facilities and Aged Care.
- Ensuring that service delivery is managed within the broader technology platform release cycle, with clear articulation of release scope and impacts.

3. Job Context and Environment

- Have sound understanding of the impact of the work area on longer-term strategic, political or operational outcomes for the agency/program.
- Require awareness of changes in the broader work environment that may impact on work objectives.
- Optimising workflow management to ensure traceability back to strategic alignment
- Identifying opportunities for continuous improvement and implementing solutions to perform more effective and efficient analysis
- Provide ongoing support for technology platforms as required including problem and incident management.
- Provide technical system support to software vendors and Jurisdictions for the uptake of Agency's products and services through integration with APIs and adherence to published specifications, troubleshooting issues, problem solving ensuring a positive experience for customers.

4. Independence and decision-making

- Work under limited guidance from Solution Architects or the Director, Solution Architecture, ensuring that complex or difficult issues are discussed with team leaders.
- Exercise judgement to make decisions governed by the application of rules, regulations, best practice principles or the agency's operating instructions and procedures, under the support and general direction of a higher classification level.
- Make decisions within defined parameters and set new precedents based on sound subject matter knowledge and professional judgement.
- Identify problems or issues and resolve or establish treatments to mitigate.

5. Stakeholder Management

- Liaise with internal and external stakeholders on policy, project or operational issues.
- Respond to stakeholder needs and expectations.
- Develop and maintain internal and external relationships.
- Support internal and external networks.
- Represent the work area or agency at meetings, conferences and seminars.
- Contribute to providing support to stakeholders through change.

Essential requirements

Ability to obtain and maintain a Baseline security clearance with the ability to obtain and maintain a higher clearance if required by the Agency

Ability to obtain and maintain national police check.

Australian Citizenship is a condition of eligibility.

Restriction duty

Not applicable

Capabilities

These capabilities are in line with the Australian Public Service Commission integrated leadership system which can be found on the [Australian Public Service Commission website](#).

Qualifications

- Bachelor's Degree in Computing, Information Systems, or another related field (highly desirable)
- Cloud Certification (desirable)
- Minimum of 5 years' experience as system or technical analyst
- Experience with HL7 standards (desirable)

Working in the APS

Australian Public Service (APS) Values guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service Code of Conduct.