



Position Description

Position title	Business Systems Manager
Classification	APS6
Location	Brisbane/Sydney/Canberra
UPI number	APS60042, APS60044, APS60228, APS60229

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.

To support our principles based flexible work arrangements, the Agency has developed a Flexible Work Arrangement Policy. This policy sets out the conditions under which Agency staff can work, and assists with creating a work environment that enables the Agency and our people to strike a balance of a successful career, and satisfying working life.

Division overview

Technology services – responsible for the operation of high quality, trusted, reliable and secure national digital health infrastructure and health support systems.

Branch overview

Technical Services Branch – responsible for the evolution and operation of Agency's business applications/systems and information technology; the engineering of external-facing and internal-facing products and systems across web, mobile, api, data and analytics technologies, and associated cloud and on-premises infrastructure and networking; and the build and reliability processes and technologies to ensure the quality, trust, reliability, and security in our products and systems.

Primary purpose of position

As a **Business Systems Manager**, you will be accountable for the enhancement, maintenance and administration of the Agency's Business Applications/Systems and End User Computing as part of the Business Services Section, under the broad direction of the Manager, Business Engagement and Systems Management.

The Business Services Section delivers the following capabilities, with a focus on the Agency's corporate/enterprise information technology:

- Business Engagement, Analysis, Systems Architecture, and Project Delivery
- Business Applications/Systems Management and End User Computing
- IT Support / Service Desk Services and Administration
- IT Service Operations Management

The Business Systems Management team is specifically responsible for the business systems and general IT used across the Agency, as well as collaborating deeply across the Branch and broader Agency to achieve desired outcomes.

You will be required to undertake work that is complex in nature, work under limited direction, with the opportunity for reasonable autonomy and accountability. You will exercise both initiative and judgment in the interpretation of strategic and operational direction in their application toward practices and procedures. You will provide detailed technical, and professional advice in relation to complex problems and may assist in strategic planning, program and project management and policy development. You will liaise with a range of stakeholders in a Branch and potentially Agency representational role. Work may

involve some limited management responsibilities including the setting of priorities and managing workflows.

Relevant duties

1. Leadership and Accountability

- Provide expertise and technical knowledge in specialist area across a range of programs or activities for the agency.
- Contribute to the development of team objectives for short term tasks and strategic planning for longer-term initiatives.
- Contribute to managing change and uncertainty in the workplace.
- Propose and facilitate innovation initiatives and contribute to business improvement strategies and to change in workplace practices.
- Evaluate the effectiveness of risk management and risk assessment activities within sphere of responsibility.
- For the Agency's business systems and end user computing, other leadership and management of:
 - Advice and guidance methods including consultancy/engagement practices, tools definition & adoption.
 - Systems development of business systems, including systems design, software design, hardware design (workplace/desktops/etc), programming / software development, systems integration and build, testing, and software configuration.
 - Data and analytics within the business systems and IT management systems, including data management, business intelligence, and data visualisation.
 - Technology management of business systems and end user computing, including the overarching technology service management for business systems, application support, system software, systems installation and removal, configuration management, release and deployment, and storage management.
 - Service management including service level management, service catalogue management availability management, capacity management, and asset management.

2. Management Diversity and Span

- Ensure quality outputs for a team including the development of specialist, professional and/or technical expertise. Conduct regular quality assurance of work area processes and manage identified risks.
- Assist in strategic planning, program and project management and/or policy development for the work area.
- Implement work plans for the work area including setting tasks and priorities, managing work flow and allocating resources.
- IT Knowledge management within the Branch's scope, and in support of whole Agency needs.
- Supplier management, including sourcing, and contract management within Business Services accountabilities, notably business systems, 'end user' and office computing, as well as other systems/technologies.

3. Job Context and Environment

- Have an in-depth knowledge of the role and functions of the agency and an understanding of how these relate to a work area.
- Monitor changes in the broader work environment that may impact on work objectives.

4. Independence and decision-making

- Produce work requiring little or no revision before finalisation.
- Make decisions, with direction from more senior staff, on tasks/assignments with considerable complexity and sensitivity.
- Perform research and analysis to make decisions that involve complex or escalated issues, longer-term planning and liaison with other sections on policy, project or operational issues.
- Including, within the scope of the Section's accountabilities, measurement and monitoring, and sustainability management, notably related to business systems and end user computing.

5. Stakeholder Management

- Manage relationships with stakeholders to achieve work area and agency goals.
- Anticipate and respond to stakeholder needs and expectations.
- Support stakeholders through change.

6. Agency-wide Collaboration and Key Support of other Business Areas

- Within the scope of the Section's accountabilities, supporting other Sections/Branches/Divisions in their performance of:
 - Customer service support, including assisting the internal-facing IT Service and Support capability.
 - Other governance, risk, compliance, and quality areas such as audits.
 - Other change analysis activities, notably acceptance testing.
 - Other change planning activities, such as organisational change management, and benefits management.
 - Broader data and analytics areas, such as data modelling and design, data engineering, and database administration.
 - Broader user experience activities, notably user experience analysis and design.
 - Other service management areas, such as incident management, problem management, and change control.
 - Broader security services areas, such as security operations, vulnerability assessment, digital forensics, and penetration testing.
 - Supplier management, including sourcing, and contract management within Business Services accountabilities.

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

Required

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

Graduate Degree in Information Technology and/or Business (desirable).

IT / Digital / Business *certifications* in areas relevant to the role (desirable).

Additionally, relevant formal IT / Digital / Business *training* across areas listed below are desirable and will support success in the role:

- Business domain areas such as:
 - Business/Enterprise Architecture
 - Process Design (especially Lean and Kanban)
- Delivery domain areas such as:
 - Program/Project Management
 - Agile Delivery (either Agile Project Management or Agile Software Development)
- Technology domain areas such as:
 - IT Architecture
 - Systems Engineering / Software Development
 - IT Operations Management / IT Systems Administration / IT Service Management
- Governance, Risk, and Quality domain areas such as:
 - Quality Management
 - Information Security / Cyber Security

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.