



Position Description

Position title	Systems and Network Administrator
Classification	APS6
Location	Brisbane/Sydney/Canberra
UPI number	APS60037, APS60170, APS60040, APS60231

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 **Systems and Network Administrator**, you will be accountable for engineering and administration of the Agency’s IT Infrastructure, Cloud, and Network as part of the Engineering Services Section, under the broad direction of the Manager, Infrastructure, Cloud, and Network Engineering.

The Engineering Services Section delivers the following capabilities, across both the Agency’s external-facing products and systems, and corporate/enterprise information technology:

- Web, Mobile, API, Integration Software Engineering
- Data and Analytics Software Engineering
- Infrastructure, Cloud, and Network Engineering

The Infrastructure, Cloud, and Network Engineering team is specifically responsible for these aspects, 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 products and systems within the sections scope (including those that are external-facing products and systems, and corporate/enterprise information technology), other leadership and management of:
 - Systems development including Software design; Network design; Hardware design; Programming/software development (notably for Infrastructure as Code automations); Systems integration and build; Testing; and Software configuration
 - Technology management including Systems monitoring; Application support; IT infrastructure; System software (including operating systems, virtualisation and containers); Network support; Systems installation and removal; Configuration management; Storage management; Release and deployment; and IT Facilities management (including Data Centres and Comms Rooms).
 - Service management including Service level management; Availability management; Capacity management; 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.

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 the measurement and monitoring, and sustainability management of products and systems Engineering Services is accountable for.

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, across both the Agency's external-facing products and systems, and corporate/enterprise information technology, supporting other Sections/Branches/Divisions in their performance of:
 - Other strategy and planning areas such as Continuity management
 - Other governance, risk, compliance, and quality areas such as Risk management and Audits
 - Other change analysis and change planning activities
 - Other systems development activities, notably Solution design
 - Broader data and analytics areas, such as Data management; Database design; Data engineering; Database administration; Data visualisation.
 - Other service management areas, such as Incident management; Problem management
 - Broader security services areas, such as Security operations; Vulnerability assessment; Digital forensics.

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.