



## Position Description

<b>Position title</b>	Manager, Business Engagement and Systems Management
<b>Classification</b>	EL1
<b>Location</b>	Brisbane/Sydney/Canberra
<b>UPI number</b>	ELL10211

### 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 the **Manager, Business Engagement and Systems Management**, you will be accountable for the overall management and leadership of both the Business Engagement, Analysis, Systems Architecture, and Project Delivery team, and the Business Applications/Systems Management and End User Computing team, as well as associated technologies, under the broad direction of the Director, Business Services.

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 Engagement and Systems Management teams are 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 very complex or sensitive and exercise a considerable degree of independence in performing a leadership role. You will exercise sound decision making and judgement to produce high level advice and management. You will perform complex problem solving and issues management and coordinate and undertake detailed or sensitive projects that impact on strategic, political or operational outcomes for the agency. You may also be responsible for actively managing key stakeholder relationships within and outside the agency and manage one or more work teams.

## Relevant duties

### 1. Leadership and Accountability

- Provide expertise across a broad range of activities potentially relating to the work of different program areas.
- Take responsibility for the achievements of own and team outcomes, monitor progress and follow through to deliver quality outcomes.
- Recommend strategic directions for area of responsibility and consider wider agency implications when making decisions.
- Consider and effectively manage competing priorities and strategic directions when achieving team planning and project outcomes in line with agency goals and objectives.
- Implement change and manage ambiguity in the workplace.
- Provide a significant contribution to innovation and business improvement strategies.
- Engage with risk, including the conduct of risk assessment and risk management activities for area of responsibility.
- Within the scope of the Section's accountabilities, other Leadership and Accountability activities for the Business Services section related to:
  - Strategy and planning including information systems adoption coordination, enterprise and business architecture, solution architecture, demand management, investment appraisal, and financial management of business systems.
  - Governance, risk, compliance, and quality including risk management, and audits.
  - Advice and guidance methods including consultancy/engagement practices, tools definition & adoption.
  - Change analysis, planning, and implementation including requirements definition and management, business process improvement, and project management
- For the Agency's business systems and end user computing, other leadership and management of:
  - Systems development of business systems, including their overall systems development management / systems and software life cycle, 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, asset management, and service acceptance.

### 2. Management Diversity and Span

- Manage a number of employees performing diverse tasks or manage a larger team where skill sets are similar and tasks are related.
- Ensure quality outputs including that employees maintain a high level of specialist, professional and/or technical expertise.
- Coordinate and undertake detailed or sensitive projects that impact on the strategic, political or operational outcomes of the agency.
- Develop and implement work plans that provide strategic directions for the work area.

- Plan and monitor work processes, direct and coordinate quality assurance practices and set performance indicators.
- Build capability in a team environment through coaching others, providing performance feedback, conflict resolution and encouraging career development.
- 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**

- Undertake work activities with an awareness of their possible impact on strategic, political or operational outcomes for the agency/program.
- Attain and maintain an extensive understanding of the role and responsibilities of the agency, including and understanding of the APS operating environment more broadly.
- Including, within the scope of the Section's accountabilities, emerging technology monitoring, business situation analysis, and feasibility assessment.

### **4. Independence and decision-making**

- Communicate and make decisions with a high level of impact on the functional area and the potential to impact more broadly on agency operations and externally.
- Communicate and make decisions that are based on professional judgement, evaluating risks and in the context of a complex and changing environment.
- Work with a focus on research, analysis and judgement to manage complex 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**

- Engage and collaborate with key stakeholders to identify opportunities, achieve outcomes and facilitate cooperation.
- Manage stakeholders through change, resolving conflict and managing sensitivities.
- Identify new stakeholders considering future needs/direction and a changing environment.

### **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 strategy and planning areas such as strategic planning, information management, and continuity management.
  - Broader security and privacy areas, such as information security, information assurance, personal data protection, vulnerability research, and threat intelligence.
  - Other governance, risk, compliance, and quality areas such as risk management, audits, quality management, and quality assurance.
  - Other change analysis activities, notably acceptance testing.
  - Other change planning activities, such as organisational change management, and benefits management.

- Other systems development activities, notably network design.
- 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.

## 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 (mandatory).

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 Administration / Government Administration / IT Business Management
  - 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
  - Risk Management / IT Risk 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.