



## Position Description

<b>Position title</b>	Branch Manager, Technology Operations
<b>Classification</b>	SES B1
<b>Location</b>	Brisbane/Sydney/Canberra
<b>Position number</b>	SES10010

### 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 Agency DNA



Working together collaboratively



Respect and trust



Transparent



Accountable



Innovative

Purpose	Experience	Digital Mindset	Leadership	Accountable	Connection	Innovation
A thriving workforce with a sense of purpose, pride, and passion	A compelling value proposition and employee centred experience	A culture which puts digital at the centre of what we do and how we do it	Leaders who are trusted, respected, visible, and champion the Agency’s strategic vision	A workforce that embraces accountability and operates ethically	An inclusive and growth focussed culture fostering purposeful connections	An inspiring and collaborative work environment that embraces innovation change

## 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 work outcomes.

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

Our Branch Managers are expected to lead 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

The Chief Technology Officer leads and manages the Technology Services Division (the Division) of the Agency. The Division is responsible for the operation of Australia's national digital health infrastructure. This includes the My Health Record system, the Cyber Security Centre, the National Authentication Service for Health and the Healthcare Identifiers Service. The Division manages end to end systems operations, including security and the monitoring of all Agency platforms and provides technical and operational leadership for the Agency's infrastructure delivery program. The Division guides future technology development activities, including delivering ICT platforms to support core Agency business functions.

The Division supports the National Digital Health Strategy with foundational infrastructure and leading continuous improvement of system and service delivery through innovation. This includes a key role in developing new approaches to delivery of the Agency's national infrastructure and leading the development of the Agency's infrastructure strategy and implementation planning to deliver contemporary government technology systems that support the needs of consumers and healthcare providers.

The Division is responsible for the commercial management and ongoing service delivery performance of third-party technology partners and leads the commissioning of new infrastructure services.

The Division leads the Agency's engagement across Commonwealth technology activities.

## Primary purpose of position

The Branch Manager, Technology Operations, reports to the Chief Technology Officer and is a key member of the Agency's senior executive leadership team, providing best-practice contemporary leadership and strategic direction in an agile positive culture across and within the Agency to deliver excellence.

In this role you are responsible for leading the Technology Operations Branch, bringing together a multi-disciplinary team of technical experts and operations managers to ensure that stakeholder needs are anticipated, issues resolved, and sensitivities managed to optimise the user experience of core services and systems.

Technology operations is a critical component of the product lifecycle and requires close collaboration, communication and partnership across a broad range of stakeholders, both internal and external to the Agency. As the Agency continues to expand its national digital infrastructure solutions and partners with new and innovative technology partners, IT service management increases in complexity. This role is pivotal to ensuring the fundamentals of technology operations are of the highest standard.

Together with colleagues across all Agency Divisions, you will play a key role in the Agency's evolving DevOps journey to enable the Agency to employ agile methods to deliver products at an increasing velocity to meet stakeholder expectations, including coordinating and managing connecting system release schedules.

Key duties of the role include:

- Delivery of technology operations for the management of the Agency's National Digital Health infrastructure solutions in line with stakeholder expectations.
  - Key operational responsibilities include change and release management, incident and problem management, operational performance management, continuous operational improvements, and healthcare consumer support services.
- Executive leadership of critical incidents relating to our national infrastructure platforms and services
- Continuous improvement of our IT service management functions, processes, and tooling.
- Managing operational risk including identification of emerging risks in our national systems.
- Consideration of key functional impacts in operational matters including privacy, security and clinical safety.

## Relevant duties

### 1. Leadership, Knowledge and Accountability

- Lead a positive, high performing, collaborative culture in the Division in line with the Agency's values.
- Lead the strategic and future direction of the branch, business continuity planning, including designated functions of the My Health Record National Infrastructure Operator and our other national infrastructure technology partners to ensure appropriate service levels and quality of service are maintained.
- Significantly contribute to the cultural and diversity improvement activities of the Agency.
- Build and maintain the capability of a multi-disciplinary team of technology experts and managers, promoting a culture of continuous improvement, high reliability, learning and curiosity to ensure the effective delivery of branch services
- Develop roadmaps to support business needs, compliance with regulatory and compliance initiatives and identifying opportunities for continuous improvement in product and system enhancements.
- Lead the team to mobilise across functional divisions, preventing silos through effective communication and collaborative ways of working.
- Participate in relevant sub-committees of the Agency's Senior Executive Committee as required.
- Work with Senior Executives, including the CEO, to achieve outcomes, influence processes and build capability, including drawing on strong verbal and written communication skills that instil confidence and credibility.

### 2. Diversity and Span

- Ensure core services are run such that customer issues are linked back into design implementation and maintenance functions.
- Manage connecting vendor systems (mobile and business) including responsibility for the Compliance and Conformance declaration process.
- Establish and oversee standards and processes related to planning, feature discovery and requirements analysis and documentation to ensure that business requirements are resolved to the correct technical specifications.
- Identify and implement operational change to systems to ensure effective operations and minimisation of risk.

- Identify challenges and blockages in systems, processes and competencies which may inhibit the Agency's capacity to achieve objectives and develop alternative solutions.
- Manage budgets and resources consistent with strategic plans and goals and in line with the overall Agency budget strategy.

### **3. Stakeholder Management**

- Develop and maintain effective relationships with stakeholders, including the State/Territory and Federal Government, portfolio agencies and industry bodies to deliver the Agency's core systems.
- Provide expert advice to internal stakeholders about leading practices in technology operations including trends and emerging technologies to inform and influence decision making and the overall strategy and workplan.
- Establish and maintain effective high-level networks to exchange market intelligence, enable performance benchmarking, monitor industry trends and innovations, maintain currency and collaborate on emerging and future issues, to enhance the effectiveness and quality of programs and services.

### **4. Job Context and Environment**

- Cultivate accountability in the workforce by leading as an accountable leader and by fostering resilience and confidence in the pursuit of the Agency's strategic objectives within a national government context.
- Provide persuasive advice in an environment of time pressure, divergent views and conflicting priorities while also listening actively and looking for collaborative solutions.
- Ensure that the Branch delivers documenting functionality, user stories, acceptance criteria and other required artifacts.
- Monitor connecting systems to ensure systems are compliant with expected specification and arising issues can be detected and managed.
- Oversee the detection and investigation of systems related incidents and ensure the resolution of services and system problems.

### **5. Judgment and Independence**

- Define and maintain the viability of technology operations and ensure effective use of resources, while balancing the immediate need of the business with future requirements.
- Maintain up to date knowledge and collaborate across all areas to ensure, systems, technologies, interdependencies, risks and impacts are identified, mitigated and managed effectively, while working to tight timeframes with competing demands.
- Enthusiastically drive and deliver on customer and user experience – thinking deeply and analytically about the product, customer perspective and insights and relevant regulatory requirements.

## **Qualifications**

Relevant qualifications in IT management or operations desired.

## Essential requirements

Ability to obtain and maintain a Neg Vet 1 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.

## Capabilities

### Leadership Capabilities

- Demonstrated leadership capabilities and experience in leading teams in a complex professional environment, including resilience, strategic thinking, influencing and negotiation skills.
- Experience communicating with diverse stakeholders across Australia and/or internationally.
- Demonstrated strategic leadership, integrating 'big picture' goals with practical steps on how to achieve them.
- Demonstrated ability to grow, develop and empower teams to build a cohesive Agency now and into the future and to develop the right capability to deliver outcomes for the Agency and the Australian community.
- Demonstrated personal and professional integrity and ethics and commitment to demonstrating Agency values, meeting cultural expectations and delivering on the Agency's vision and mission.
- Strategic leadership capabilities that promote cooperation within and between other agencies, ensuring delivery across Agency and portfolio boundaries.

### Knowledge and Skills

- Expertise in the Information Technology Infrastructure Library (ITIL) version 4. Knowledge of the Control Objectives for Information Technology (COBIT) 5 framework is also desirable.
- Expertise in the management of complex IT systems with multiple external provider dependencies.
- Experience in government IT systems delivery with public facing components.
- Project Management qualifications or demonstrated expertise in managing multiple, complex projects and the Senior Executive level.
- Demonstrated ability to work across multiple government agencies in the delivery of government services.
- Demonstrated ability to engage with many audiences, including to translate complex technical concepts into accessible language so that consumers can make the most effective choices about the digital health supports that they need.
- Demonstrated skills and experience in budget and risk management, including the ability to forecast requirements for a large workgroup.
- Demonstrated record of achieving results.
- Strong contemporary people leadership skills and expertise, with proven capability in managing diverse, national teams, including matrix-management model and teams that include contractors or consultants.
- Demonstrated commitment to leadership that focuses on creating a great place to work for a talented, dynamic and diverse group of people and at an organisational level.

## Experience

- Strong background in senior level management, including the extensive management of teams working in complex professional environments.
- Experience managing a core service function in a complex environment with a significant strategy or technology component.
- Experience in enterprise level technology operational environments at the senior level.
- Expert level business and technology capability demonstrated through industry and/or vendor roles, and experience providing leadership to professional business resources.
- Experience in the design and operation of cross government IT systems.
- Experience providing strategic consultation to and collaboration with senior executives and a demonstrated ability to manage complex stakeholder relationships, both internally and externally.
- Experience managing multiple teams, projects, and priorities simultaneously in a fast-paced environment, with an exceptional delivery record and the ability to clearly articulate rationale for decisions.
- Experience providing strategic consultation to and collaboration with senior executives and a demonstrated ability to manage complex stakeholder relationships, both internally and externally.
- Experience managing a substantial budget and ability to plan and forecast budget requirements for a large workgroup.

## 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.