



Position Description

Position title	Problem Manager
Classification	EL1
Location	Brisbane/Sydney/Canberra
UPI number	ELL10190

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 values

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

Division overview

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

Primary purpose of position

The EL1 Problem Manager is accountable to perform complex work under broad direction for the ongoing provision of day-to-day problem coordination, triage and action involving the Agency's digital health products and services.

The Problem Manager will lead the Problem Management team and support them to perform their work and make decisions within their area of responsibilities and may be included in a 24/7 on call roster to provide emergency problem response. They will have considerable stakeholder contact in relation to complex, difficult and sensitive problems and will be required to exercise both initiative and judgment in the interpretation and application of the relevant Agency policies, practices and procedures.

Relevant duties

1. Leadership and Accountability

- Provide expert advice in post review meetings and drive multi-vendor service providers to identify root cause including well defined corrective/preventative action plans
- Ensure in-depth knowledge in process improvement methods, procedures, metrics development, documentation, and reporting and of functional areas to resolve problems on an ongoing basis.
- Provide expertise across a broad range of activities including Service Now with a clear understanding of how tools should be used to support problem management process activities.
- Take responsibility for the management of the problem record lifecycle by ensuring that respective Incidents, Problems or Changes are identified, recorded and tracked to resolution in line with agreed resolution plans.
- Consider and effectively manage projects through to completion, adjusting project plans as required and commitment to achieving quality outcomes whilst ensuring documentation procedures are maintained and feedback is sought from stakeholders to gauge satisfaction.

2. Management Diversity and Span

- Plan and monitor problem management performance metrics and Key Performance Indicators (KPIs) and effectiveness of error control, making recommendations for improvements as appropriate.
- Ensure quality outputs by gathering, and investigating information from a variety of sources, and exploring new ideas and different viewpoints, probing information and identifying any critical gaps and identifying best practice approaches maintaining an awareness of the organisation, monitors the context in which the organisation operates and finds out about best practice approaches.
- Build capability in a team environment through establishing clear plans and timeframes for project implementation and outlining's specific activities, responding in a positive and flexible manner to change and uncertainty and sharing information with others and assisting them to adapt.

- Exercise autonomy and initiative when driving investigations to identify the root cause of problems, mitigating actions and service improvement initiatives (Including People, Process and Technology elements).

3. Job Context and Environment

- Undertake work activities relating to problem management including identifying operational issues, reviewing problem trends, planning and driving improvement plans and maintaining inventory of problems under analysis and their current progress and status, while maintaining an awareness of the possible impact on the outcomes for the Agency.
- Attain and maintain an extensive understanding of various technical areas such as networking/communications, server hardware and operating systems, web servers, application servers, database systems, SaaS concepts etc.
- Work with problem owners to follow up and progress issues whilst communicating all the problems and their impact to all stakeholders.

4. Independence and decision-making

- Work with a level of independence, under broad direction, to resolve service management and procedurally related conflicts, identifying alternatives and providing solutions and preventing recurrence of issues by identifying root cause and implementing permanent fixes.
- Communicate and make decisions that are based on technical and business assessments and professional judgement, evaluating risks and in the context of a complex and changing environment.
- Work with a focus on research, analysis and judgement and be proactive in identifying problems and recommending service improvement plans with the possible solutions obtained from technical teams for department or business unit.

5. Stakeholder Management

- Develop and manage a range of stakeholder relationships with internal technical teams, Service Management and stakeholders and third-party vendors, proactively offering assistance for a mutually beneficial relationship and anticipating and being responsive to internal and external client needs.
- Represent and explain the views of the agency by organising and chairing Problem Investigation and Problem Review meetings with internal and external stakeholders and Agency multi-vendor partners to share and receive information on technical and business functionality issues that have been identified in a reported problem, provide root cause analysis (RCA) status.
- Manage stakeholder relationships to achieve work area and agency goals; establishing and maintaining a sustainable collaboration model to achieve outcomes within the Problem Management processes.

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

ITIL 4 Certification desirable

ITIL 3 Certification required

Tertiary Qualifications in Information Technology 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.