

14 March 2018

**The West Coast District Health Board is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.**

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| **Position Title:** | Systems Support Analyst (Medtech) | |
| **Reports to:** | Chief Information Officer | |
| **Key Relationships:** | Internal:  All WCDHB staff  Manager IFHC Northern  Transalpine Team (CDHB ISG) | External:  Vendors  Poutini Waiora |
| **Role Purpose:** | The purpose of the Systems Support Analyst (Medtech) is;  To maintain and support various software systems within the organization.  The key deliverables are –   * Provide planning, deploying, maintaining and supporting Medtech 32. * To assist in the operation and administration of the organization’s core software (iPM and Health Connect South) * To act as an liaison between the needs Northern Region and ISG | |
| **Complexity:** | Most challenging duties typically undertaken or most complex problems solved:   * Software support of key systems * Medtech 32 Support and Maintenance | |

**KEY ACCOUNTABILITIES:**

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| **The ‘role title’ is responsible for:** | **The ‘role title’ will be successful when** |
| 1. **Health and Safety**   Maintaining a high quality, safe and secure work environment by following relevant West Coast DHB and divisional policies, protocols and standards. | * No action or inaction on their part will cause harm to any other person. * They abide by the Organisation’s Health and Safety Plan and will participate in Health and Safety Training as appropriate. * Health and safety issues are brought to the attention of the Chief Information Officer in time for consideration during the preparation of plans and budget. |
| 1. **Quality**   Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement. | * They promote, contribute to and participate in quality improvement activities throughout the organisation. |
| 1. **GP Practice Software**   For the support, and maintenance of GP Practice Software. | * Be responsible for administrating and supporting GP Software, currently Medtech 32, while maintaining quick and accurate problem response. * Responsible for support, maintenance, security, patching of GP software and underlying operating system which will occur outside of normal business hours. * Make recommendations to the Chief Information Officer on options for improving the GP software systems and processes. * Ensure systems for which the incumbent is responsible for are well documented and maintained to reflect current practice. * Conduct regular reviews of documentation to ensure completeness, accuracy and appropriateness. |
| 1. **Software Support**   For the support, and maintenance of core software systems. | * Be responsible for supporting end users with core software applications (IPM and Health Connect South) while maintaining quick and accurate problem response. * Establish and maintain a positive, professional, proactive and responsive relationship with end-users. * Maintain highly competent and technical support and standards. * Work with external agencies as required for any maintenance, updates and fault resolutions as required. * Strive to continually improve data quality through the use of on going staff education/materials, feedback and data auditing/correction. * Ensure systems for which the incumbent is responsible for are well documented and maintained to reflect current practice. * Review and make recommendations about options for improving data collection, data entry and other business processes. |
| 1. **Training**   Assist in developing training packages to meet end-user requirements. | * Specific training modules and training courses are developed/tailored to meet end-user requirements on an occasional basis. * Training is delivered following WCDHB’s training methodologies (including outside of normal work hours when necessary). |
| 1. **End User Device Support** | * Occasionally assist in support of end users with desktop hardware and software applications including the maintenance, repairs and upgrades. * Occasionally assist in support of photocopiers, faxes, phones, and printers. |
| 1. **Team Member** | * Establish good working relationships with colleagues and endeavour to create an enjoyable work environment * Promote and engage in information sharing, technical assistance, advice and support of other members of the Information Technology Department and WCDHB staff in general * To be an embedded ISG team member within the Northern region to enable advocacy, support and facilitation around the needs of the northern region and ISG. * Work as part of a Transalpine Team in the support of systems both within CDHB and WCDHB. |
| 1. **Other duties** | * Be expected to support systems and users after hours when on call and at other times within reason. * Identify and undertake any special projects on any issues that may become apparent or be assigned by the Chief Information Officer from time to time * Maintain up to date technical skills and knowledge in relevant systems, tools and techniques by attending relevant educational and training opportunities. * Be responsible for the updating and closing all incidents assigned to them in the helpdesk system. * Provide feedback to users regarding the status, and expected timeframes of their incidents. * Maintain a good working relationship with external agencies, contractors and vendors. |

**PERSON SPECIFICATION:**

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| **Qualifications & Experience** *(indicate years of experience required and level of learning)* | |
| **Essential**   * Experience in using, supporting and updating Medtech32. * Experience in support and maintenance of Windows Server 2008 or above Servers | **Desirable**   * Moderate level of expertise with ISOFT IPM. * High Level of expertise with Medtech 32 |

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| **The preferred appointee should have the following personal qualities** |
| * Excellent problem solving skills * Able to maintain confidentiality and use discretion. * Able to work unsupervised and prioritise workloads. * Possess ability to work co-operatively and efficiently * Possess a high level of initiative * Be able to work as part of a team * Accountability * Have well developed inter-personal skills including the ability to be comfortable with people of all social standard, cultures and abilities. * Be culturally sensitive, with an understanding of the principles and Articles of the Treaty of Waitangi. * Flexibility to work extra hours if required. * Able to communicate, both orally and in writing, in a concise, coherent and clear manner. * Able to work under pressure and meet deadlines. * Commitment to on-going self-development. |

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| *Signed on behalf of West Coast District Health Board* |  | *I accept the terms and conditions as outlined in this Position Description* |
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| ***Name***  ***Position***  **West Coast District Health Board** |  | ***Name***  ***Job Title***  **West Coast District Health Board** |

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification. Employees may be requested to perform job related tasks other than those specified.