

STATEMENT OF ACCOUNTABILITY

SIRRS Applications Specialist

June 2025

TEAM

South Island Regional Radiology Systems (SIRRS)

POSITION TITLE

Applications Specialist – Radiology Systems

REPORTS TO

South Island Regional Radiology Systems Manager

OUR CULTURE

At Health NZ Te Whatu Ora, we are committed to honouring Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We are also committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups.

OUR TEAM ACCOUNTABILITY

As a member of SIRRS, this role has shared accountability for:

- **Engaging** with all stakeholders to build trust, common understanding and ownership of radiology systems.
- **Displaying** an understanding of, and alignment to, radiology's purpose, vision, values and strategy.
- **Growing** your SIRRS team capabilities to deliver quality services.
- **Knowing** you and your team's roles, accountabilities and responsibilities.
- **Building** the radiology service capability to ensure successful delivery and the process capability to do it effectively and efficiently.
- **Communicating**, clearly within the SIRRS team, Radiology team and wider Hospital services to ensure stake holders remain aligned with and informed about our plans, priority and progress.

These accountabilities will be exercised in support of a drive to perfect service excellence through work plan development and delivery that strategically partners with the business, supporting and enabling the business to achieve its goals, while remaining aligned to the wider health system strategy.

This will enable a model that provides flexibility and scalability within radiology to help accelerate the transformational activity that is required by the business to deliver on the vision for our health systems.

MY ROLE RESPONSIBILITY

The Applications Specialist is responsible for working with their local and South Island regional team to provide a level of service excellence across all radiology solutions whilst maintaining the development and delivery of the radiology work plan.

In assuming this responsibility, the role enables the Applications Specialist to be an effective and valued partner of the business and supports the business to achieve its goals.

Specifically, the role is responsible for:

- Serving as the first point of contact for customers seeking assistance over the phone or in the call- logging software
- Providing identification, resolution or escalations for applications, workflow, software and hardware issues
- Ensuring incidents are prioritised and escalated where necessary to ensure satisfactory resolution in a timely manner
- To provide a courteous and focused service to staff
- Ensuring customers receive a helpful and informative service
- Ensuring documentation is regularly developed/reviewed/maintained/shared
- Providing services which are focused on anticipating and exceeding customer expectations
- Liaising with customers to assist them with optimising the use of application software to improve users' productivity, clinical productivity and patient convenience
- Conducting training sessions for all staff on a wide range of applications and workflows – remote or face-to-face
- Participating in the rotating after-hours 24/7 on-call support roster

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have the following developing capabilities:

- **Resilient and adaptive:** Show composure, resolve and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Relationship Building:** Develops collaborative relationships to facilitate current and future objectives
- **Achieving Goals:** Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes
- **Communicating:** Strong written and verbal communication, with the ability to communicate effectively with a wide range of people
- **Curious:** Seeks and integrates ideas, information, and different perspectives
- **Processing Information:** Gathers, organises and analyses diverse source of information
- **Managing work priorities:** Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role
- **Solving Problems:** Identifies solutions given available information

MY EXPERIENCE

- Minimum 2 years' experience in Radiology or clinical applications or healthcare IT
- Background in technical application support or system training (desirable)
- Project delivery experience using Agile/Kanban methods
- Application training experience will be considered an advantage
- Strong communication and stakeholder management skills
- Experience working in a large organisation and/or within a fast-paced, dynamic environment

QUALIFICATIONS

- A relevant tertiary level qualification in Information Technology, Health or an Allied Health field is essential

MY RELATIONSHIPS TO NURTURE

Internal

- Radiology Service Staff
- Data and Digital Staff
- All Health NZ Employees

External

- Software & hardware vendors
- Other DHBs and private radiology practices
- Pegasus Health

MY WELLBEING, HEALTH AND SAFETY

At Health NZ, we are committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it is important to look after yourself to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.