

STATEMENT OF ACCOUNTABILITY

LIS Application Support

TEAM	Laboratory Information Team
POSITION TITLE	LIS Application Support
REPORTS TO	Laboratory Information Systems Manager

OUR CULTURE

At Waitaha | Canterbury we are 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. We acknowledge New Zealand as a bicultural nation and support and respect the integration of Tikanga Māori and Te Reo Māori at work.

OUR TEAM ACCOUNTABILITY

As a member of the Laboratory Information Systems Team for CHL, this role has shared accountability for:

- **Engaging** with the people of the Waitaha-Canterbury and Te Tai o Poutini-West Coast districts and the wider Te Whatu Ora-Health New Zealand systems to build trust, common understanding and shared ownership.
- **Growing** the understanding and engagement of the LIS team with the vision and goals of Waitaha and Te Tai o Poutini Health systems and Te Whatu ora.
- **Ensuring** clarity of purpose, developing clear direction, plans, alignment and priority and making sure all teams and roles know their accountability and responsibility.
- **Building** the capability of the pathology, scientific and clinical team function to make it happen and the process capability to do it effectively and efficiently.
- **Communication**, in order that everyone remains 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 strategy of Te Whatu ora.

This will enable a model that provides a flexibility and scalability within the LIS Department to help accelerate the transformational activity that is required by the business to deliver on the vision for Te Whatu ora

MY ROLE RESPONSIBILITY

The LIS Senior Application Support role is responsible for working with the LIS team, CHL and its Labnet partners to provide application support for the LIS and the development of changes to meet the business needs.

Specifically, the role is responsible for:

- Application support and trouble shooting
- Point of escalation when required for application support personal
- Modify interface protocols and configuration
- Discovery, options analysis and development of requirements for business needs.
- HL7 messaging and integration
- Peer review code changes for application support personal
- Providing technical support to application support personal
- Project SME when required

MY CAPABILITY

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

- **Cultural Awareness** – Is evident and recognised at all times.
- **Self-Aware** - Understands their impact on others and strengthens personal capability over time.
- **Engaging others** - Connect with people; to build trust and become a member of the CHL team that people want to work with and for.
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.
- **Achieving Goals** - Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
- **Managing Work Priorities** - Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role.
- **Curious** - Seeks and integrates ideas, information, and different perspectives.

Although the person in this role has no formal leadership accountabilities they will be required, when necessary, to display leadership characters and drive service delivery within their role and team.

Qualifications, experience, knowledge and skills:

- Proficient in code development with 5+ years experience preferably in a LIS environment (Delphic LIS being favourable)
- Proficient in requirements gathering and documentation
- Experience in day-to-day task management and coordination of activities
- Ability to establish priorities and manage multiple activities to meet agreed timeframes
- Able to work independently and as part of a team
- Strong communication skills, both verbal and written
- Experience working in medical laboratory science or a Health environment would be preferable
- Qualification or equivalent work experience in an IT field

**MY
RELATIONSHIPS
TO NURTURE**

Internal

LIS team
CHL staff
Digital Services
CHL Leadership Team

External

Labnet partners
CHL clients
Application vendor

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