

POSITION DESCRIPTION

NSW Pathology - ICT Help Desk Officer - HSM1



Health
Pathology

our values
respect integrity
teamwork excellence



Organisation	NSW Health
Local Health District / Agency	NSW Health Pathology
Position Classification	Health Mgr Lvl 1
State Award	Health Managers (State) Award
Category	Information and Communication Technology IT Support & Administration
Website	www.pathology.health.nsw.gov.au

PRIMARY PURPOSE

- Serve as the first point of contact for customers seeking assistance with Pathology IT applications or hardware over the phone, online or via email
- Perform remote troubleshooting to resolve problems through diagnostic techniques and pertinent questions
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT applications, products or services where required
- Record events and problems and their resolution in logs
- Pass on any feedback or suggestions by customers or other contributors to the appropriate internal team
- Identify and suggest possible improvements on procedures

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair

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present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL REQUIREMENTS

National Criminal Record Check
Service Check Register
Pre-Employment Health Assessment - task intensity of the role: Light

KEY ACCOUNTABILITIES

The role and responsibilities of the position are to be carried out in a manner that is consistent with the values, strategic priorities, performance goals, delegations, policies, procedures and operations of NSW Health Pathology and in line with the NSW Health Code of Conduct and the Capabilities required to perform this role competently.

The incumbent may be asked to perform job-related tasks other than those specifically stated in this Position Description and is primarily responsible for the following activities:

- Dealing with customer service requests and enquiries in an efficient, timely and courteous manner
- Accurate logging of issue details and, where required, escalation paths
- Effective prioritisation of support requests according to established principles
- Maintaining up to date technical knowledge
- Ensuring all SOP's, training and other documentation are kept relevant and up to date
- Contribute to reports and technical assessments as required
- Participation in annual performance development plan
- Participation in the after hours on-call roster

KEY CHALLENGES

- Accurate and consistent technical analysis and subsequent communication during outages or other problems
- Clear and composed communication with customers who may require urgent responses or are subject to stress in clinical situations

KEY RELATIONSHIPS

Who	Why
Application Support Staff, ICT Site Manager, Director Technology, Other Directors, ICT, CIO, Other NSWHP Staff including Scientists, Managers, Administration and technical staff	To ensure open two way communication at all organisational levels to ensure best practice ICT goals are met
ICT staff, eHealth staff, External customers	Solid relationships are required with LHD ICT groups and eHealth as collaboration is often required to solve support requests. External clients are key private users of the laboratory services and therefore key contributors to the business

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SELECTION CRITERIA

1. Demonstrated previous experience in an ICT help desk or other customer service role.
2. Demonstrated experience with Laboratory specific applications such as Auslab, AMS, eBlood, PLS or similar. Experience managing and supporting desktop hardware and software including Win 7, Win 10 and desktop applications such as MS Office, printing and networking.
3. Knowledge of and demonstrated experience with Help Desk applications such as Atlassian JIRA and Confluence or similar.
4. High level written and verbal communication and interpersonal skills, able to explain and recommend solutions to non-technical people.
5. Demonstrated ability and desire to work in a team environment.
6. Demonstrated ability to create and maintain accurate and up to date documentation.

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Job Demands for: NSW Pathology - ICT Help Desk Officer - HSM1

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Frequent</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Frequent</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Not Applicable</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Not Applicable</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>

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<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Frequent</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Occasional</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Not Applicable</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Not Applicable</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Infrequent</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Occasional</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Not Applicable</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Infrequent</p>	

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Sensory Demands	
<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Not Applicable</p>	

Psychosocial Demands	
<p>Distressed People - e.g. emergency or grief situations</p> <p>Not Applicable</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Not Applicable</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>

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Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies Not Applicable	
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Environmental Demands

Dust - exposure to atmospheric dust Not Applicable	Gases - working with explosive or flammable gases requiring precautionary measures Not Applicable
Fumes - exposure to noxious or toxic fumes Not Applicable	Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE Not Applicable
Hazardous Substances - e.g. dry chemicals, glues Not Applicable	Noise - environmental/background noise necessitates people raise their voice to be heard Not Applicable
Inadequate Lighting - risk of trips, falls or eyestrain Not Applicable	Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight Not Applicable
Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C Not Applicable	Confined Spaces - areas where only one egress (escape route) exists Not Applicable

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<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Not Applicable</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Not Applicable</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Not Applicable</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Not Applicable</p>

