Role Description
Senior Systems Engineer
Audiovisual & Collaboration Products

Award	Health Managers (State) Award
Classification/Grade	Computer Manager Level 2
Location	Parramatta/Chatswood/Charlestown/State-wide
Directorate/Business Unit	Service Delivery
Position Number (Stafflink)	TBA
Date of Approval	<Enter information>
Agency Website	https://www.ehealth.nsw.gov.au/

Primary purpose of the role

The Senior System Engineer for Audiovisual (AV) & Collaboration products is responsible for designing, specifying developing, and enhancing AV/Collaboration state-wide standardised solutions; specifically focusing on Microsoft Teams Rooms and Cloud Video Interop (CVI) solutions.

This involves understanding customer requirements, conducting research, and collaborating with cross-functional teams to create modern and innovative products to meet unified communications (UC) and conferencing/telehealth needs across the NSW Health network in both the corporate and clinical environments.

About eHealth NSW

eHealth NSW is responsible for the delivery of digital solutions for clinical care and business services, supported by smart infrastructure, providing a digitally enabled and integrated health system that delivers quality patient-centred health experiences to the people of NSW.

Key Accountabilities

- **Product Development:** You will be responsible for the design, development, and enhancement of AV UC solutions, specifically focusing on Microsoft Teams Rooms, WebRTC and Cloud Video Interop solutions. This involves understanding customer requirements, conducting research, and collaborating with cross-functional teams to create innovative products that meet corporate and clinical needs.
- **Solution Architecture:** You will play a crucial role in designing the overall architecture of AV UC solutions. This includes selecting appropriate hardware components, integrating various software modules, and ensuring seamless interoperability between different systems. Your expertise in Microsoft Teams Rooms and Cloud Video Interop will be essential in building reliable and scalable solutions.
- **Technical Guidance:** As a subject matter expert, you will provide technical guidance and support to both internal teams and external customers. This may involve assisting the product request team in specification activities, conducting product demonstrations, and addressing technical queries or issues raised by customers. You will also collaborate with our 1st & 2nd level support teams to ensure timely resolution of incident escalation or product-related problems.
- **Testing and Quality Assurance:** You will be responsible for developing and executing comprehensive testing plans to ensure the quality and reliability of AV/UC solutions. This involves performing functional testing, interoperability testing, and stress testing to identify and resolve any bugs or performance issues. You will also work closely with quality assurance teams to define testing methodologies and standards.
- **Product Documentation and Training:** You will contribute to the creation of technical documentation, knowledge base, user guides, and training materials to help customers and internal teams effectively understand, support and utilise the AV/UC solutions. This includes documenting product features, installation procedures, troubleshooting guides, and best practices. Additionally, you may conduct training sessions to educate internal staff or customers on the proper use and administration of the products.

- **Industry Awareness and Innovation:** Staying updated with the latest industry trends, technological advancements, and competitive landscape is essential. You will continuously assess market demands and customer feedback to identify opportunities for product improvements or new features. Your insights and innovative ideas will contribute to the roadmap and future direction of our AV/UC solutions.
- **Collaboration and Cross-functional Coordination:** You will collaborate with various teams, including product owners, hardware engineering, software development, customer support, and sales. Effective communication and coordination with these teams are vital to ensure smooth product development, launch, and ongoing support.

Key challenges

- **Rapid Technological Advancements and Support:** The AV and UC landscape constantly evolves, requiring continuous efforts to stay updated with emerging technologies, standards, and protocols. AV/UC solutions can be challenging due to the complexity of the systems and the potential for issues arising from various components. Promptly addressing customer concerns and resolving technical problems requires a strong support infrastructure and skilled technical support teams.
- **Integration, Interoperability and Compatibility Issues:** Integrating diverse AV components, software systems, and cloud services from different vendors can lead to interoperability challenges, necessitating careful planning and rigorous testing for seamless communication and compatibility.
- **Complex System Integration and Scalability:** AV/UC solutions involve integrating various hardware and software components, managing complexity, troubleshooting issues, and ensuring scalability to support large deployments while delivering high-performance audio and video experiences. With numerous vendors offering similar products and solutions. Continuous innovation, market research, and understanding of customer needs will be crucial to maintain a consistent user experience across NSW Health.
- **Security, Privacy, and User Experience:** AV/UC solutions handle sensitive data, emphasizing the need for robust security measures and compliance with privacy frameworks. Ensuring robust security measures, protecting against unauthorised access or data breaches, and complying with NSW Health's privacy and policy framework will require careful attention and ongoing monitoring. Additionally, creating user-friendly experiences, addressing diverse user needs, and providing effective customer support are crucial for adoption and satisfaction.

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, keep informed, advise and receive instructions
Work team	• Inspire and motivate team, provide direction and manage performance • Guide, support, coach and mentor team members • Review the work and proposals of team members • Encourage team to work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	• Manage expectations, resolve and provide solutions to issues
External	
• Vendors/service providers	• Escalate issues to address current and potential problems. • Review Service Level Agreements and key performance indicators • Contact to provide and gather information and resolve routine issues

Position Dimensions

Number of Direct Reports: Nil   Number of Indirect Reports: Nil

Financial Delegation

Budget ($): Nil   Financial Delegation: Nil

Essential Criteria

- Deep technical knowledge and experience in AV/UC, Microsoft Teams Rooms, and Cloud Video Interop. Demonstrating a solid understanding of AV technologies, video conferencing protocols, collaboration platforms, and the ability to architect and design complex AV UC solutions.
- Proven Track record of successfully developing and launching AV/UC products or solutions. Look for experience in the end-to-end product development lifecycle, including requirements gathering, design, testing, and documentation.
- Senior product engineers are expected to provide guidance and mentorship to other team members. The successful candidate will be able to demonstrate leadership skills, the ability to mentor and guide others, and the willingness to share their expertise and knowledge.
- Being able to manage multiple projects simultaneously, set priorities, and meet deadlines is important. Effective project management skills will help you coordinate with cross-functional teams, ensure timely delivery of products and solutions, and maintain clear communication with stakeholders throughout the development and implementation process.

Selection Criteria

- AV/UC technology is continuously evolving and staying up-to-date with the latest industry standards, trends, and best practices is crucial. Candidates will be able to demonstrate experience in actively engaging with industry communities, attend conferences, and demonstrate a passion for learning and exploring new technologies.
- Strong analytical and troubleshooting skills, who can quickly diagnose issues, propose effective solutions, and implement fixes.
- Excellent communication skills, can work collaboratively with hardware engineers, software developers, product owners, and customer support teams, and can effectively communicate technical concepts to both technical and non-technical stakeholders.
- Experience gathering customer requirements, conducting user research, and incorporating customer feedback into product development processes.
- Experience with testing methodologies, quality assurance processes, and ensuring compliance with industry standards and regulations.
- Demonstrated willingness to learn, mentor, adapt to new technologies and tools, and embrace change in a fast-paced environment.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	**Display Resilience and Courage**	**Adept**
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	**Adept**
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	**Adept**
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Occupation / profession specific capabilities		
Capability Set	**Category and Sub-category**	**Level and Code**
	Strategy and Architecture, Technical Strategy and Planning, Emerging technology monitoring	**ERMG 4**
	Strategy and Architecture, Advice and Guidance, Specialist Advice	**TECH 4**
	Delivery and Operation, Service Transition, Release and Deployment	**RELM 3**
	Delivery and Operation, Service Design, Availability Management	**AVMT 4**
	Delivery and Operation, Service Operation, IT Infrastructure	**ITOP 4**
	Delivery and Operation, Service Transition, Change Management	**CHMG 3**
	Delivery and Operation, Service Operation, Problem Management	**PBMG 4**
	Delivery and Operation, Service Operation, Capacity Management	**CPMG 4**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Adept	- Be flexible, show initiative and respond quickly when situations change - Give frank and honest feedback/advice - Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively - Raise and work through challenging issues and seek alternatives - Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Commit to Customer Service	Adept	- Take responsibility for delivering high quality customer-focused services - Understand customer perspectives and ensure responsiveness to their needs - Identify customer service needs and implement solutions - Find opportunities to co-operate with internal and external parties to improve outcomes for customers - Maintain relationships with key customers in area of expertise

		• Connect and collaborate with relevant stakeholders within the community
Results Think and Solve Problems	Advanced	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation

Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of HealthShare NSW. The following specific requirements should be noted:

Culture

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

Finance and Resources

Manage allocated finance and resources efficiently and effectively in accordance with the HealthShare NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

Fraud and Corruption

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

Performance Appraisal

Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

Risk Management

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

Training

Comply with and participate in the organisation's training programs and policies, maintaining currency of all mandatory training.

Vaccination

Category B

Work Health and Safety

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware. Everyone must Think Safe, Work Safe and Live Safe and follow the HealthShare NSW guide to safety excellence. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with safety instructions and work health and safety legislation, policies and procedures.

Workplace Diversity

Comply with and participate in the organisations workplace diversity goals and policies and procedures.

On-call

Participate in after hours or on-call work as required.

Travel

Capacity and willingness, including current driver's license recognised in NSW, to travel to eHealth NSW business and service locations throughout NSW, which may include overnight stay in regional / remote areas.

Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist, and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			

Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:

I = Infrequent   intermittent activity exists for a short time on a very infrequent basis
O = Occasional   activity exists up to 1/3 of the time when performing the job
F = Frequent   activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant   activity exists for more than 2/3 or the time when performing the job
R = Repetitive   activity involved repetitive movements
N = Not Applicable   activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
Sitting – remaining in a seated position to perform tasks				X		
Standing – remaining standing without moving about to perform tasks			X			
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes			X			
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes						X
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	X					
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	X					
Kneeling – remaining in a kneeling posture to perform tasks	X					
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	X					
Leg/Foot Movement – use of leg and/or foot to operate machinery						X
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps		X				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)		X				
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	X					
Lifting/Carrying – heavy lifting and carrying (16kg and above)						X
Reaching – arms fully extended forward or raised above shoulder	X					
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	X					
Head/Neck Postures – holding head in a position other than neutral (facing forward)	X					
Hand and Arm Movements – repetitive movements of hands and arms					X	
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands			X			
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work						X
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)			X			
SENSORY DEMANDS - Description (comment)						
	I	O	F	C	R	N

Description	Freq 1	Freq 2	Freq 3	Freq 4	Freq 5
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				X	
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)				X	
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)					X
Taste – use of taste is an integral part of work performance (e.g. food preparation)					X
Touch – use of touch is an integral part of work performance					X

PSYCHOSOCIAL DEMANDS - Description (comment)	FREQUENCY				
Distressed People – e.g. emergency or grief situations	X				
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	X				
Unpredictable People – e.g. dementia, mental illness, head injuries					X
Restraining – involvement in physical containment of patients/clients					X
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies					X

ENVIRONMENTAL DEMANDS - Description (comment)	FREQUENCY				
Dust – exposure to atmospheric dust	X				
Gases – working with explosive or flammable gases requiring precautionary measures					X
Fumes – exposure to noxious or toxic fumes					X
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)					X
Hazardous Substances – e.g. dry chemicals, glues	X				
Noise – environmental/background noise necessitates people raise their voice to be heard					X
Inadequate Lighting – risk of trips, falls or eyestrain	X				
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight		X			
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	X				
Confined Spaces – areas where only one egress (escape route) exists					X
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	X				
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	X				
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks					X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases					X