

Role Description

Systems Engineer

Audiovisual & Collaboration Products



Award	Health Employees' Computer Staff (State) Award
Classification/Grade	Computer Manager Grade 1
Location	Parramatta/Chatswood/Charlestown
Directorate/Business Unit	Service Delivery
Position Number (Stafflink)	TBA
Date of Approval	TBA
Agency Website	https://www.ehealth.nsw.gov.au/

Primary purpose of the role

The Systems Engineer for Audiovisual (AV) & Collaboration is responsible for assisting to develop and enhance AV/Collaboration solutions; specifically focusing on Microsoft Teams Rooms and Cloud Video Interoperability (CVI).

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

- **Technical Expertise:** You need to have an in-depth understanding of AV technologies, UC systems, Microsoft Teams Rooms hardware and software, and Cloud Video Interop platforms. You should stay up-to-date with the latest industry trends, standards, and best practices to ensure that the products you develop are cutting-edge and meet customer needs.
- **Deployment and Testing:** You will be responsible for integrating AV/UC systems with Microsoft Teams Rooms and Cloud Video Interop platforms. This includes working closely with our partners to ensure the successful configuration of hardware devices, firmware, and software applications is completed in accordance with NSW Health Standards and Policies. Conduct thorough testing, validation and troubleshooting issues to ensure the smooth consistent deployment of solutions.
- **Documentation and Training:** You will create comprehensive documentation, including installation guides, user manuals, and troubleshooting guides, to assist our installation partners, customers and support teams in effectively implementing and maintaining the AV/UC solutions. Additionally, you may conduct training sessions or workshops to educate customers or internal teams on the usage and best practices of the products.
- **Customer Support and Issue Resolution:** You will provide technical support to; installation vendors, support teams and customers to troubleshoot and resolve any product-related issues or escalations and ensure customer satisfaction. This may involve analysing log files, collaborating with the support team, and working closely with development teams to address functionality issues, bugs or product enhancements.
- **Quality Assurance:** You will participate in product quality assurance activities, including regression testing, performance testing, and user acceptance testing, to ensure that the AV/UC solutions, Microsoft Teams Rooms configurations, and Cloud Video Interop integrations meet the required quality standards and deliver a seamless user experience.
- **Prototyping and Solution Testing:** Building prototypes and conducting thorough testing to validate the functionality, performance, and reliability of Audiovisual solutions integrated with Teams Rooms. This includes conducting integration testing, compatibility testing, and user acceptance testing to ensure a high-quality product.

- **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

- **Rapidly Evolving Technology:** The AV industry is constantly evolving, with new technologies, standards, and best practices emerging regularly. Keeping up with these advancements can be a challenge, as it requires continuous learning and staying updated with the latest trends. Adapting to new technologies and integrating them seamlessly into existing solutions can be complex and time-consuming.
- **Security and Privacy Concerns:** AV/UC solutions handle sensitive audio and video data, making security and privacy crucial considerations. 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.
- **User Experience and Adoption:** Creating user-friendly documentation and seamless user experiences is vital for successful adoption and customer satisfaction. However, designing solutions that cater to diverse user needs and preferences can be a challenge, requiring user research, usability testing, and continuous feedback loops.
- **Support and Troubleshooting:** Providing effective customer support and troubleshooting assistance for 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.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none"> ▪ Participate in meetings to obtain the work group perspective and share information ▪ Work collaboratively to contribute to achieving the team’s business outcomes
Clients/customers	<ul style="list-style-type: none"> ▪ Resolve and provide solutions to issues ▪ Enhance efficiency and quality of service to end users

Position Dimensions

Number of Direct Reports: Nil

Number of Indirect Reports: Nil

Financial Delegation

Budget (\$): Nil

Financial Delegation: Nil

Essential Criteria

- Possessing a strong technical background in AV systems, UC technologies, Microsoft Teams Rooms, and Cloud Video Interop is essential. You should have a deep understanding of audio and video signal processing, network protocols, codecs, hardware devices, software applications, and integration methodologies.
- Problem-solving Skills: Being able to analyse complex technical issues, identify root causes, develop innovative solutions and creation of knowledge base articles is critical. You should have strong problem-solving skills to address challenges related to system integration, performance optimization, interoperability, and user experience.
- Attention to detail and paying close attention to detail is important in ensuring the accuracy and reliability of AV/UC solutions, Microsoft Teams Rooms configurations, and Cloud Video Interop integrations. Small oversights or misconfigurations can lead to significant functionality issues or interoperability problems. Being meticulous in your work and conducting thorough testing and validation is crucial for delivering our high-quality products.
- Proven adaptability and learning agility, the AV industry is dynamic, with evolving technologies and changing customer needs. Being adaptable and open to learning new technologies, platforms, and methodologies is essential. You should be willing to continuously expand your knowledge and skills, keeping up with industry advancements to deliver innovative and up-to-date solutions.

Selection Criteria

- 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 customer-centric approach to AV/UC solutions that were developed to meet customer needs.
- Demonstrated experience in infrastructure (conferencing) equipment support in a large and complex/diverse service industry organisation, including relevant qualifications or equivalent experience.
- Demonstrated experience and/or knowledge of working with multiple vendors providing conferencing services and equipment
- Demonstrated experience in Incident, Change and Event management processes and technologies as aligned with ITIL methodologies.
- Ability to be flexible and undertake a variety of roles and ownership within and across support and/or projects teams to deliver agreed outcomes with minimal supervision.

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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
	Strategy and Architecture, Advice and Guidance, Specialist Advice	TECH 4
	Delivery and Operation, Service Transition, Change Management	CHMG 3
	Delivery and Operation, Service Operation, System Software	SYSP 3
	Delivery and Operation, Service Operation, Security Administration	SCAD 4
	Delivery and Operation, Service Operation, IT Infrastructure	ITOP 4
	Delivery and Operation, Service Operation, Problem Management	PBMG 4
	Delivery and Operation, Service Operation, Incident Management	USUP 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 Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Foundational	<ul style="list-style-type: none"> Find and check information needed to complete own tasks Identify and inform superior of issues that may impact the completion of tasks Escalate more complex issues and problems when these are identified. Share ideas about ways to improve work tasks and solve problems Suggest improvements to work tasks for the team
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of system improvement initiatives and the introduction and roll-out of new technologies

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 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 of 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/slippy, indoors/outdoors, slopes			X			
Running – floor type: even/uneven/slippy, 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

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