

## Systems Support Officer

<b>Award</b>	Non-Award
<b>Responsible to</b>	Manager Information & Communication Technology
<b>Summary of role</b>	In accordance with Resthaven Philosophy and Policies responsible for the provision of information systems requirements within the organisation
<b>Special conditions</b>	Work outside normal hours will occasionally be required. Phone contact out of hours will be required to provide assistance to users. Current drivers licence and access to transport is required

### Key Responsibilities and Duties

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

- Providing users with support in their use of software products that relate to their business function(s) to ensure maximum efficiency, with an emphasis on;
  - Corporate Information Management (CIM) system
  - Autumn Care residential system
  - Microsoft Office
  - Internally developed systems (MS Access, Microsoft .Net)
- In conjunction with the Systems Analyst, proactively analyse existing operational procedures by recommending, specifying and implementing changes to maintain and improve efficiency in line with the stated goals of the organisation
- Provide 2<sup>nd</sup> level support to the helpdesk officer for corporate application related issues
- Develop reports as required by business units for the analysis of information from corporate applications
- Assist in the ongoing support & development of AutumnCare
- MS .Net and SQL Server development
- Liaison with business units for testing of corporate applications
- Assist with the on-going development of Resthaven Intranet
- Creating and/or maintaining effective user documentation relating to the operational procedures of the position
- Liaison with external software providers and participation in corporate committees and user groups.

## **Quality and Safety**

Responsible for:

- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work.
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying and reporting hazards in the workplace.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

## **Privacy and Confidentiality**

Responsible for:

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff.
- Ensuring that any "Confidential Information" that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven's:
  - business or operational interests;
  - methodology and affairs;
  - financial information; and
  - anything else that is notified as being confidential.

Other duties as directed by the Manager Information Communication Technology, commensurate with classification and training

## ESSENTIAL CRITERIA

### Qualifications / Experience

- Understanding of ODBC Relational Data Base structures
- At least 3 years experience in a similar role
- Ability to use ad hoc report writing facilities within commercial software
- General working knowledge of Microsoft family of integrated PC based applications, including excel spreadsheet development, Sharepoint and Word
- Ability to create/maintain macros for Microsoft Office products and create/maintain Visual Basic code
- Ability to liaise at all levels within the organisation
- Provision of a high quality level of customer service
- SQL server management and development
- MS .Net Framework development experience
- Advanced SQL writing
- Software documentation preparation

## DESIRABLE CRITERIA

- Formal qualification in Information Technology
- Experience of the Aged Care sector
- Previous experience in a health related IT environment
- Previous experience with CIM and/or AutumnCare software
- Previous experience with O365 and Power BI

Approved

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Manager Information & Communication Technology

Date

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Acknowledged

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Employee

Date

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