

## Position Description: IT Operations Manager

Business area: Information Technology  
 FTE: As per Conditions of Employment  
 Reports to: Chief Digital Officer



### Our Purpose

#### Our Mission :

Excellence in health care within a culture of caring

#### Our Vision :

To be an innovative centre of excellence, where people choose to receive health care and people love to work.

#### Our Values:

##### Four core values:

- Do the Right Thing
- Aim for Excellence
- Caring for All
- Work Better Together

### Position Objective:

- The role will be responsible for enhancing and maintaining a suite of applications and services across our organisation, our hospital clinical system and business systems including Business Intelligence and reporting systems to achieve and maintain operational excellence.
- Oversee maintenance and support of IT infrastructure estate (on-premises, hybrid, and cloud)
- Ensure high availability, resilience, and disaster recovery of critical IT systems
- Maintain and enforce IT security procedures across the environment
- Manage 3rd party vendors, including contract negotiation and SLA adherence
- Maintain vendor relationships and ensure timely delivery of support for technology systems
- Improve the effectiveness and efficiency of IT processes and services

### Functional Relationships:

<ul style="list-style-type: none"> <li>• <b>Internal:</b></li> <li>• Colleagues within the IT Team</li> <li>• Other Business Units</li> <li>• All St George's Hospital Employees</li> </ul>	<ul style="list-style-type: none"> <li>• <b>External:</b></li> <li>• Industry associations Customers/Partners, suppliers</li> <li>• Regulatory bodies</li> </ul>
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### *Key Areas of Accountability:*

Area of Accountability	Expected Results
<b>Operational Management</b>	<ul style="list-style-type: none"> <li>• Manage the helpdesk service and vendor escalations.</li> <li>• Lead and manage the ICT administrator, application support and service desk team providing day-to-day operational and project support and guiding development and training.</li> <li>• Lead IT decision-making with a focus on best practices.</li> <li>• Collaborate with other health organisations across New Zealand.</li> <li>• Oversee and optimise IT systems and infrastructure through monitoring and maintenance of policies and procedures.</li> <li>• Conduct regular IT audits and practice and enhance disaster recovery plans aligned with BCP.</li> <li>• Ensure IT security and protect sensitive data from cyber security threats.</li> <li>• Manage IT software licenses and risk assessments for changes.</li> <li>• Provide regular IT reporting and manage stakeholder relationships.</li> <li>• Identify and implement in IT projects for efficiency.</li> <li>• Improve digital literacy among colleagues with Cyber Awareness training.</li> <li>• Ensure compliance with Hospital IT policies.</li> <li>• Create support model RACIs for technology environments.</li> <li>• Manage IT budget, inventory, and vendor relationships.</li> </ul>
<b>Technology including clinical applications and business applications is supported</b>	<ul style="list-style-type: none"> <li>• St George's colleagues and associates are supported, and training is provided in the use and application of technology including clinical applications and business applications administration.</li> <li>• Identified areas of the IT support team are led, managed and engaged with the business areas to achieve and maintain operational excellence.</li> <li>• Strong working relationships with internal stakeholders, suppliers and customers are fostered and maintained to ensure</li> </ul>
<b>Service delivery</b>	<ul style="list-style-type: none"> <li>• Service Level Agreements are setup, maintained and managed with internal and external customers; vendors and service desk.</li> <li>• Reporting of performance against agreed Service Level Agreements is delivered.</li> <li>• Reviews of business process and information flows are undertaken to support business improvement which will ensure               <ul style="list-style-type: none"> <li>• Identification of improvement opportunities</li> <li>• Recommendations and decisions regarding improvements are made</li> <li>• Process requirements, data and other technical information is modelled</li> </ul> </li> </ul>
<b>IT Projects</b>	<ul style="list-style-type: none"> <li>• Customer escalations and a fit for purpose resolution of complex issues that arise in planning of projects and business as usual activities is achieved within expected time boundaries.</li> <li>• Information from multiple sources is critically evaluated including decomposing information to provide a more general understanding that will assist in testing, QA, updating software products, new releases, configuration, enhancements, fixes, and maintenance.</li> <li>• A programme of continuous improvement of technology advances is supported to ensure that St George's have a fit for purpose pragmatic solution for Business Continuity capability.</li> <li>• Special projects as and when required are completed.</li> <li>• A culture is developed that contributes to Agile or Waterfall for Project activities or KanBan / Agile for BAU activities.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Rational judgements from the available information and analysis are made.</li> </ul>
<b>IT Documentation</b>	<ul style="list-style-type: none"> <li>• St George's ICT Policies and Procedures are developed, managed and maintained; they are fit for purpose and signed off according to St George's and the Ministry of Health guidelines.</li> <li>• System and service desk documentation is maintained including but not limited to:               <ul style="list-style-type: none"> <li>• Knowledge base articles</li> <li>• User Requirements</li> <li>• Functional Specifications</li> <li>• System Design Documents</li> <li>• Testing and System validation documents</li> </ul> </li> </ul>
<b>Interpersonal relationships and Team Leadership</b>	<ul style="list-style-type: none"> <li>• Provides effective leadership of the team by ensuring all team members are engaged, supported and achieving their individual and team goals,</li> <li>• Supports and encourages the professional growth of the team.</li> <li>• Appreciates and respects the contribution of others within the team.</li> <li>• Contributes positively to the goals of the team and the organisation.</li> <li>• Communicates effectively, honestly and openly with other team members.</li> <li>• Models St George's values.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Undertakes responsibility for meeting all the mandatory requirements of the professional body and the organisation.</li> <li>• Participates in Performance Planning and Review.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Participates actively in quality improvement activities by planning, implementing and evaluating improvements.</li> <li>• Initiates, participates in design and evaluates audits and applies outcomes to improve service provision.</li> <li>• Participates actively in Ministry of Health Certification and Accreditation process.</li> <li>• Documents and reports incidents accurately in accordance with hospital policy.</li> <li>• Participates actively in the development/review of policies and procedures.</li> </ul>
<b>Organisational Culture</b>	<ul style="list-style-type: none"> <li>• Fosters, develops, and enhances through behaviours, harmonious working relationships within the organisation.</li> <li>• Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for a "customer focus".</li> <li>• Maintains confidentiality in respect to St George's operations, business, colleagues, clients, and patients.</li> <li>• Models St George's values and adheres to St George's policies and procedures.</li> </ul>
<b>Cultural understanding of the Treaty of Waitangi</b>	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of and commitment to our responsibilities of Te Tiriti o Waitangi.</li> </ul>



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To promote cultural awareness within St George's Hospital	<ul style="list-style-type: none"> <li>Respects diversity of cultural, this may include age, gender, sexuality, ethnicity, culture, disability, or beliefs.</li> </ul>
<b>Health &amp; Safety</b> To ensure a safe working environment	<ul style="list-style-type: none"> <li>Complies with and supports all health and safety policies, guidelines, and initiatives.</li> <li>Ensures all incidents, injuries and near misses are reported in our H&amp;S reporting tool.</li> </ul>
<b>Organisational effectiveness</b>	<ul style="list-style-type: none"> <li>Looks for ways and means to actively and effectively promote cost effectiveness.</li> <li>Accurately completes cost accounting documents as appropriate</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>Performs such duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures.</li> </ul>

### *Qualifications, Experience and Personal Qualities*

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Tertiary qualification in a technology or commerce-based or customer driven discipline or relevant ITIL or Customer Service accreditation or other service-based qualification or training.</li> <li>Service Industry and Business Qualification Training</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of Project Management Principals.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Managing and developing suppliers into partner relationships</li> <li>A proactive attitude to customer support, excellent problem solving along with a high level of verbal and written communication skills.</li> <li>Some technical knowledge around system design, configuration, testing cycles and user support.</li> </ul>	<ul style="list-style-type: none"> <li>Delivery of services in an organisation with complex systems.</li> <li>Continual improvement service processes within a multi-sourced environment.</li> <li>5+ yrs. customer centric User support experience</li> <li>5+ yrs. experience as an end-end System Analyst</li> <li>Leading and managing and ICT team to achieve operational excellence</li> <li>Exposure to agile practices</li> <li>Solid stakeholder management and facilitation experience</li> </ul>
<b>Technology Skills and Experience</b>	<ul style="list-style-type: none"> <li>Application management, SDLC</li> <li>Networks – WAN, LAN, switching, routing, copper and fibre infrastructure</li> <li>Infrastructure, SaaS, IaaS, NaaS</li> <li>Microsoft Active Directory, AzureAD, Group Policy, DHCP, DNS</li> <li>Microsoft 365, SharePoint and Teams</li> <li>Business analytics tools</li> <li>Other systems – HRIS, Finance</li> <li>Cybersecurity</li> <li>Data and database</li> <li>VOIP and mobile technologies</li> </ul>	



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	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"><li>• Solid relationship development experience</li><li>• Appreciation of working in an Agile development environment</li><li>• Demonstrates a process orientated approach</li><li>• Intermediate SQL and database skills</li><li>• Intermediate scripting skills</li><li>• Excellent verbal and written communication skills</li><li>• Sound logic and reasoning skills</li><li>• Digital-focused, consumer-centric, empathy driven, backed by data.</li></ul>	<ul style="list-style-type: none"><li>• Prior experience working in teams using Agile based work practices</li><li>• Ability to map technical details to user stories</li><li>• Sound functional and technical knowledge and skills to develop and maintain products across a digital platform</li><li>• Experience with MS Dynamics Configuration</li><li>• Basic HTML and javascript skills</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Ability to work autonomously and flexibly</li><li>• Excellent interpersonal, written and verbal communication skills</li><li>• Proactive and self-motivated</li><li>• Excellent planning and organisational skills</li><li>• Cooperative and supportive team player</li><li>• Ability to create communications appropriate for the audience</li><li>• Ability to understand and analyse complex IT information</li><li>• High level of problem solving</li></ul>	