

Position Description: IT Systems Engineer

Business area: Information Systems and Technology

FTE: As per Conditions of Employment

Reports to: Chief Digital Officer / IT Manager

OUR VISION

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

OUR GUIDING VALUES



Position Objective:

To provide the technical expertise to implement IT strategies, evaluate IT products, and build on the infrastructure that supports the ever-changing needs of St George's Hospital business.

Functional Relationships:

Internal: CDO, IT Manager, Infrastructure Architect, hospital managers, All other department managers and staff.

External: All I.T systems related contractors and Application Vendors and suppliers. DHB staff as required.

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Key Areas of Accountability

Area of Accountability	Expectations and Outcomes
<p>Support the IT Department to Implement, configure, test manage monitor and maintain all installed systems and infrastructure.</p> <p>Key Areas of engagement</p> <p>Microsoft 0365 Systems</p> <p>Microsoft AD systems</p> <p>Infrastructure expansions</p> <p>Network</p> <p>Cyber Security</p> <p>Backup system and management</p> <p>Business Continuity Plans</p> <p>Oversee and support ICT technical Helpdesk</p> <p>IT Vendor supplier and Contractor engagement</p> <p>Integration of systems</p>	<ul style="list-style-type: none"> • Manage and maintain Active Directory and Office 365 Platform • Manage and monitor all infrastructure and system installations, including configurations, testing, and maintenance • Implement and maintain backups, security, and redundancy strategies • Identify potential issues and integrate possible solutions • Engage with management regularly with reports on project status, activities, and achievements • Assist with maintaining the security of St George's data and information technology (ICT) systems. • Liaise with hardware and software suppliers to, scope, prepare and purchase approved equipment. • Participate with technical staff to plan and implement operational changes to computers servers and network equipment. • Maintain system's documentation and operational records. • Be part of and oversee the helpdesk/desktop technicians' technical components to ensure tickets are closed in a timely manner and offer support and insight and helpdesk cover where required as a member of the team. • Ensure onsite IT managed systems are offering the best benefits to St George's possible, • Network monitoring, planning and manage changes • Manage in a professional manner vendors, suppliers, and contractors offsite and onsite, building business relationships to enable positive engagement and support. • Plan implement and or coordinate system and application upgrades. • Partake in the scoping, preparing, planning and implementation of new network segments of Hospital infrastructure and support onsite tenants when required. • Craft custom scripts, reducing requirement of human interaction • Consult with other parts of an organisation when required.
<p>IT On Call</p>	<ul style="list-style-type: none"> • Participates in the IT On Call Roster to support St George's staff and associate's afterhours for priority incidents, around systems and applications. • Responds within a reasonable time frame to any priority afterhours incidents • Escalates to appropriate internal staff for incident management and provides regular updates. • Escalates and works with the appropriate vendor for resolution.
<p>Project Management</p>	<ul style="list-style-type: none"> • Responsible for the delivery of new technology initiatives these may include but are not limited to, new applications or application upgrades, new systems or system upgrades, other technology innovations enhancements or upgrades. • When required provide project briefs to outline project scope for projects. • When requested provide business cases for innovation and technology solutions. • Ensure projects adhere to correct project methodology's that will ensure successful implementation.



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<p>Interpersonal Relationships/Teamwork</p>	<ul style="list-style-type: none"> • Promotes harmonious working relationships within all staff members. • Appreciates and respects the contribution of others within the team. • Contributes positively to the goals of the team and the organisation. • Communicates effectively, honestly and openly with other team members. • Models St George's values.
<p>Professional Development</p>	<ul style="list-style-type: none"> • Undertakes responsibility for meeting all the mandatory requirements of the professional body and the organisation. • Participates in Performance Planning and Review. • Stays up to date with technology developments and upgrades
<p>Quality Improvement</p>	<ul style="list-style-type: none"> • Participates actively in quality improvement activities by planning, implementing and evaluating improvements. • Initiates, participates in design and evaluates audits and applies outcomes to improve service provision. • Participates actively in Ministry of Health Certification and Accreditation process. • Documents and reports incidents accurately in accordance with hospital policy. • Participates actively in the development/review of policies and procedures.
<p>Organisational Culture</p>	<ul style="list-style-type: none"> • Promotes harmonious working relationships within the organisation. • Understands and promotes the concept of internal and external customers (e.g. patients, colleagues and clinicians) and the need for customer focus. • Maintains confidentiality in respect to all St George's operations, business, employees, clients and patients. • Adheres to St George's policies and procedures.
<p>Cultural safety and Te Tiriti o Waitangi To promote cultural awareness within St George's Hospital</p>	<ul style="list-style-type: none"> • Understands and has knowledge of the Te Tiriti o Waitangi and its implications for health. • Collaborates with colleagues regarding the integration of Te Tiriti o Waitangi principles in practice • Displays a willingness to work positively with organisational strategies to improve outcomes for Māori • Promotes an awareness of cultural differences amongst staff and patients (e.g. beliefs, gender, sexual orientation or disability) and the impact that beliefs and values have on practice
<p>Health & Safety</p>	<ul style="list-style-type: none"> • Complies, as far as is reasonably able, with any reasonable instruction that is given to allow St George's to comply with legislated Health and Safety at Work requirements • Co-operates with any reasonable policy or procedure relating to health or safety at the workplace. • Ensures compliance with hospital security requirements and is vigilant in all matters of security. • Participates in Health and Safety training as required by St George's.
<p>Organisational effectiveness</p>	<ul style="list-style-type: none"> • Looks for ways and means to actively and effectively promote cost effectiveness. • Accurately completes cost accounting documents as appropriate
<p>Other Duties</p>	<ul style="list-style-type: none"> • Performs other duties in a timely, accurate manner and in accordance with St George's Hospital policies and procedures. • Performs an On-Call.

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Qualifications, Experience and Personal Qualities

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Microsoft MSCA or equivalent training • Technical Institute or University Graduate in Information Technology. • Information technology Network certification • Information technology Technician certification • Microsoft ADDS certification or equivalent training • Certification in project management 	<ul style="list-style-type: none"> • Microsoft MCSE • University Graduate computer science • 0365 Training or certification • Veeam certification or equivalent experience • Medical Technology exposure
Experience & Knowledge	<ul style="list-style-type: none"> • Minimum 5 years IT network /systems administrator experience • In-depth knowledge of windows server platforms. • Application management experience • Systems management experience • Clinical systems and Healthcare environment exposure. • Security systems experience / Milestone / Integrity • SQL server experience • Microsoft Exchange and 0365 cloud exposure • Strong troubleshooting skills • Good communication techniques • Project deployment experience • Networking knowledge L2 switch configuration • Ability to work independently • ADDS high level of knowledge • VMWARE exposure 	<ul style="list-style-type: none"> • Clinical Hospital environment exposure. • Some Linux exposure beneficial. • VMware • Office365 Experience
Personal Attributes	<ul style="list-style-type: none"> • Ability to perform in high pressure situations • Ability to communicate effectively both written and verbally • High level of problem-solving skills • Ability to self-manage and work in a team environment • Ability to be flexible when maintenance is required outside of normal hours • Be prepared to be on a roster for on call IT support 	

Agreed by:

Signed: _____ **Date:** _____
(Employee)

Signed: _____ **Date:** _____
(Chief Executive Officer)