Position Description

Position title	Identity and Access Management Engineer
Department / Division	Digital Portfolio
Classification	Grade 7 Year 1 – Grade 7 Year 5 (AO71 – AO75)
Position reports to	Portfolio Manager
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of $850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.

Further information on RCH is available at www.rch.org.au

ROLE PURPOSE

The RCH Digital portfolio is at the forefront of a significant digital transformation, driving innovation and enhancing operational efficiency across the hospital. Identity and Access Management (IdAM) is critical to our digital transformation efforts, focusing on the replacement of critical infrastructure. This role is responsible for enhancing

the current IdAM solution and increasing the scope of its adoption and uplifting its usability by implementing Role Based Access and other processes. Additionally, this role will ensure the effective usability and management of critical components within RCH's cloud and on-premises infrastructure, facilitating a secure and streamlined access experience for all users.

KEY ACCOUNTABILITIES

Technical

- Develop and implement IdAM solutions using SailPoint, ensuring secure access and compliance with organisational policies
- Integrate SailPoint with various systems and applications to streamline identity management processes
- Develop and enforce IdAM policies and procedures to maintain a secure and efficient identity management environment, this includes as examples, Role Based Access and review process.
- Work closely with IT and security teams to manage user access controls and ensure seamless operation of IdAM systems
- Ensure the robustness and reliability of technical services and systems to guarantee high availability. Plan and implement proposed technical changes in accordance with the Change Advisory Board (CAB) and overall implementation strategies.
- Identify potential cyber security risks and alert Team Leaders and Cyber Security team of the risks
- Ensure technical milestones are identified with the Portfolio Manager and tracked against project timelines

Customer Service

- Serve as at the first point of contact for all technical issues
- Manage and provide prompt and appropriate attention to all logged incidents and requests.
- Oversee compliance with policies, procedures, and relevant legislation.
- Lead the Level 3 escalations relating to IdAM with the broader IT team.
- Work with the Portfolio Manager to identify appropriate communications

Teamwork

- Lead an environment of continuous learning and improvement
- Manage ongoing excellence in service delivery and teamwork across the department
- Lead the troubleshooting and resolution of IdAM-related issues, providing technical support and guidance to other team members
- Collaborate with internal teams to resolve critical issues

Stakeholder Engagement
Stakeholder Relations

- Maintain effective relationships with internal and external stakeholders to ensure quality outcomes Develop strong links with all RCH teams and leaders to engage stakeholders in operational effectiveness as it relates to identity management.
- Serve as the technical primary point of contact for stakeholders, including team members.
- Communicate technical implementation status, risks and issues to the Portfolio Manager in a timely manner.
- Offer advice, guidance, and support to line managers and staff.

QUALIFICATIONS AND EXPERIENCE

Essential:
- Tertiary qualification in Information Technology or equivalent several years experience and Industry certifications.
- Experience with Identity and Access Management deployments, preferable SailPoint.
- 3+ years' experience and/or certification in Windows Server 2012 or later and virtualisation technologies e.g. VMWare
- Experience with Azure AD, Microsoft Domain Controller and Exchange online

Desirable:
- An understanding of the healthcare sector.
- Experience in supporting Linux infrastructure.
- Demonstrable PowerShell and scripting experience.
- Experience with implementing automation.

KEY SELECTION CRITERIA

The skills and experience you will need to demonstrate include:
- Demonstrated Experience with Identity and Access Management deployments.
- Demonstrated Experience integrating an Identity and Access Management solution to other applications/solutions.
- Demonstrated Experience on being the technical responsible for a project implementation.
- Demonstrated Experience in troubleshooting and managing issues related to identities, systems access accounts, authentication, authorization, entitlements, and permissions.
- Demonstrated Experience in streamlining and improving customer experiences.
- Demonstrated Knowledge with Role Based Access.
- Proven experience in a complex technical environment
- Excellent verbal communication and interpersonal skills with the ability to interact with and influence a variety of stakeholders to achieve mutual understanding and agreed outcomes.
- Foster collaborative relationships with both internal and external stakeholders.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:
- Curious - We are creative, playful and collaborative

- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated	November 2024