

## Position description

<b>Position title</b>	Parkville EMR – Web Server Administrator		
<b>Department / Division</b>	Parkville EMR/ICT (Operations)		
<b>Classification</b>	AO81 – AO85 (Grade 8, Year 1 – Grade 8, Year 5)	<b>Employment Status</b>	Full Time, Ongoing
<b>Position reports to</b>	Parkville EMR Service Delivery Manager		
<b>Size of team</b>			
<b>Location</b>	The Royal Children’s Hospital, Flemington Road, Parkville		

<b>Parkville Electronic Medical Record (EMR)</b>			
<p>The Parkville EMR is a digital partnership between The Royal Children’s Hospital (RCH), Peter MacCallum Cancer Centre (Peter Mac), The Royal Melbourne Health (RMH) and The Royal Women’s Hospital (RWH). The Parkville EMR team (employed by RCH) maintains, operates, and optimises the Parkville EMR Service for the benefit of all 4 health services. The Parkville precinct partners are committed to continuing the success of the EMR to deliver the vision as a world class EMR, shared with patients, to support the delivery of safe, high quality and seamless healthcare across Parkville and improve health outcomes for all Victorians.</p>			
<b><u>The Royal Children’s Hospital</u></b>			
<p>The Royal Children’s Hospital’s (RCH) vision is to be a great children’s hospital – delivering Great Care, Everywhere.</p> <p>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.</p> <p>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 <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p>			
<b><u>Peter MacCallum Cancer Centre</u></b>			
<p>The Peter MacCallum Cancer Centre (Peter Mac) is a Victorian public health service and a world-leading comprehensive cancer centre seeking to excel across all spheres of clinical care, research, and education. We have the largest cancer research enterprise in Australia and provide treatment to about 40,000 people with cancer each year.</p> <p>We have a leading role in fundamental, translational, and clinical cancer research that drives excellence in cancer care. We are dedicated to lifting the standard of cancer care for all Australians and continuously innovating to increase access to care, maximise quality of life and improve patient outcomes. We work in collaboration with partners across the state to ensure every Victorian gets access to the best cancer care. We are also increasing our national and global presence and furthering our existing impact on cancer care through education and by leading and collaborating on</p>			

landmark cancer research locally and worldwide. Everything we do is underpinned by our core values, excellence, compassion, and innovation.

### **The Royal Melbourne Hospital**

The Royal Melbourne Hospital (RMH) is one of Victoria's largest public health services, employing approximately 10,000 staff and managing over 1,400 beds. We provide comprehensive acute, sub-acute, general, specialist medical and mental health services through both inpatient and community based facilities through the following services: The RMH – City Campus, The RMH – Royal Park Campus, North Western Mental Health and The Doherty Institute for Infection and Immunity. We provide one of the two adult major trauma services to the state of Victoria.

The RMH provides services to the culturally diverse communities of northern and western metropolitan Melbourne, as well as providing general and specialist services to regional and rural Victorians as a tertiary referral service. All The RMH services provide person-centred care. This ensures that the care received is timely, patients and family/carers are treated with respect, and that effective communication occurs with patients and family/carers about all aspects of care.

### **The Royal Women's Hospital**

Since 1856, the Royal Women's Hospital (the Women's) has been providing health services to women and newborn babies in Victoria. Today, the Women's is one of Australia's leading specialist public hospital dedicated and advocating for the health and wellbeing of women and newborns. Through our campuses at Parkville and Sandringham and by supporting ten research centres, the Women's is advancing healthcare for women in maternity services and the care of newborn babies, gynaecology, women's health and women's cancer services. The Women's believe that health equity for all women is more than a vision; it is the essence of who we are and what we do encompassing our values, role and purpose.

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](http://www.rch.org.au)

### **ROLE CONTEXT**

The Web and Service Server Administrator (WSSA) is a critical, hands-on role. This person installs and administers Epic web and service servers. This role will work with NTT (Managed Service providers) to be involved in configuration, deployment, proactive monitoring and maintenance of the EMR application.

### **ROLE PURPOSE**

Working closely with and also providing backup for the EMR Client System Administrator role, the employee is responsible for managing and maintaining key components of the EMR technical platform. Specifically, the role focusses on:

- The Citrix services supporting the delivery of the EMR client software, Hyperspace
- Web services supporting access to Hyperspace from mobile and web platforms
- Core EMR printing services

The goal of this role is to provide end users with quick reliable access to the EMR from a wide variety of devices and through remote access solutions.

## KEY ACCOUNTABILITIES

- Managing print queues and Epic printing infrastructure;
- Monitoring network and Web server activity for security breaches using intrusion detection techniques;
- Performing file system management;
- Installing and managing the application deployment platforms that serve production, reporting, disaster recovery, training, and non-production needs;
- Installing and maintaining administrative and monitoring tools necessary for high levels of availability and performance of your Epic system (application);
- Assisting in the configuration and troubleshooting of integrated third-party software and peripherals;
- Applying platform and Epic upgrades and updates to production and non-production Web server components;
- Responding to emergency and after-hours issues;
- Following vendor and Epic best practices for hardware and software configuration;
- Working with the release manager to coordinate releases across application environments;
- Managing the deployment of hyperspace and access of web portals and mobile apps.

### Strategic planning and leadership

- Engaging in capacity planning exercises to ensure adequate system resources;
- Collaborating with your technical teams and Epic to ensure proactive support;
- Participating in your change control process for all planned application and technical activities;
- Maintaining and testing processes related to business continuity;
- Understanding performance metrics, monitoring system performance, and troubleshooting issues;
- Writing and maintaining scripts to improve system management tasks.

### General

- Critically review design documents and specifications with an eye for detail;
- Other duties as directed consistent with the employee's skill level and classification.

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- A tertiary degree in Computer Science or related field (or relevant equivalent experience)
- Significant Web Service administration experiences
- Demonstrated experience with Windows and VMware
- Strong analytical and problem-solving skills and experience

### Desirable:

- Experience and/or certification in Windows Server 2008 or later
- Epic training and certification

- Previous experience working in a healthcare environment and healthcare clinical applications

#### KEY SELECTION CRITERIA

- Expertise in the Microsoft Windows server administration;
- Expertise in your virtualization platform such as Citrix XenServer, VMware ESXi;
- Experience with hardware or software load balancing solutions such as Citrix Netscaler;
- Working knowledge of Microsoft Internet Information Services (IIS) administration;
- Network protocols and functionality including TCP/IP, Active Directory, Domain Name Services, FTP/SCP, and HTTP;
- Proven ability to effectively prioritise tasks and successfully problem solve and trouble-shoot issues;
- Excellent oral and written communication skills;
- Ability to work collaboratively in a team environment;
- Ability to handle confidential and sensitive information with discretion;
- Ability to work with initiative, autonomy and lead others in the pursuit of team goals;
- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers.

#### 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's 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.
- This position may be required to work on a rotating on call roster after hours and will be remunerated as per the award entitlements.

#### IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

#### 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, all members of the LGBTQI community and people with disability.**

<b>INHERENT REQUIREMENTS OF THIS ROLE</b>		
There are a number of critical work demands (inherent requirements) that are generic across all positions at The Royal Children's Hospital. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Workplace Health & Safety.		
<b>Physical Demands</b>		Frequency
Work Hours	This role is typically performed during standard business hours	Yes
	This role requires shift work, including day, afternoon, night & weekends	No
	This role is required to participate in an on-call roster	Yes
Sitting - remaining in a seated position to complete tasks		Prolonged/Constant
Standing - remaining standing without moving about to perform tasks		Occasional
Walking - floor type even, vinyl, carpet		Frequent
Lean forward/forward flexion from waist to complete tasks		Not Applicable
Trunk twisting - turning from the waist to complete tasks		Not Applicable
Kneeling - remaining in a kneeling position to complete tasks		Not Applicable
Squatting/crouching - adopting these postures to complete tasks		Not Applicable
Leg/Foot movement - to operate equipment		Not Applicable
Climbing stairs/ladders - ascending/descending stairs, ladders, steps		Frequent
Lifting/Carrying	Light - less than 5 kilos	Frequent
	Moderate - 5-10 kilos	Not Applicable
	Heavy - 10-20 kilos	Not Applicable
Push/Pull of equipment/furniture	Light forces - less than 10 kilos	Occasional
	Moderate forces - 10-20 kilos	Not Applicable
	Heavy forces - over 20 kilos	Not Applicable

Reaching – arm fully extended forward or raised above shoulder		Not Applicable
Head/Neck Postures – holding head in a position other than neutral (facing forward)		Frequent
Sequential repetitive actions in short period of time	Repetitive flexion & extension of hands, wrists & arms	Prolonged/Constant
	Gripping, Holding, twisting, clasping with fingers/hands	Prolonged/Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's licence		Not Applicable
<b>Sensory Demands</b>		
Sight – use of sight is integral to most tasks		Prolonged/Constant
Hearing – use of hearing is integral to most tasks		Prolonged/Constant
Touch – use of touch is integral to most tasks		Prolonged/Constant
<b>Psychosocial Demands</b>		
Observation skills – assessing/reviewing in/outpatients		Not Applicable
Problem solving issues associated with clinical and non-clinical care		Prolonged/Constant
Attention to detail		Prolonged/Constant
Working with distressed patients and families		Not Applicable
Dealing with aggressive and uncooperative people		Occasional
Dealing with unpredictable behaviour		Occasional
Exposure to distressing situations		Rare

<b>Definitions used to assess frequency of tasks/demands as above</b>	
Prolonged/Constant	71-100% of time in position
Frequent	31-70% of time in position
Occasional	16-30% of time in position
Rare	0-15% of time in position
Not Applicable	

<b>Position description last updated</b>	<b>February 2022</b>
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