

Position Description

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| Position title | Network Engineer (Unified Communications) |
| Department / Division | ICT/Corporate & Finance |
| Classification | Grade 7 Year 1 - Grade 7 Year 5, (AO71 – AO75) |
| Position reports to | Team Lead – Network Services |
| 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 |

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| The Royal Children's Hospital |
| <p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</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.</p> <p>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/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p> |

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| ROLE PURPOSE |
| <p>The RCH Information Communication and Technology (ICT) Department provides multiple network and communication infrastructure and systems to support the ongoing operation of the hospital. The UC Network Engineer role is responsible for the management/maintenance and support of Cisco Unified Communication systems and associated UC platform tools, in addition to working across multiple initiatives and projects.</p> |

KEY ACCOUNTABILITIES

Customer Service

- Provide Level 2 support and technical expertise in network technologies
- Prompt and appropriate attention to all incidents and requests logged.
- Support a customer focused team environment
- Work in collaboration with multidisciplinary team
- Provide advice, guidance and support to line managers and staff and ensure compliance with policy and procedures and relevant legislation
- Foster collegiate relationships with internal and external stakeholders
- Contribute to the out-of-hours support of RCH IT.

Technical

- Provide technical support for Network and Telecommunications infrastructure and services
- Ensure availability, integrity, security, and performance of RCH network and telecommunications infrastructure and services
- Troubleshooting live production issues, and facilitating the response to emergencies and incidents
- Keeps abreast of new technologies and trends and maintains a principle of continuous learning.
- Planning and implementation of proposed technical changes in accordance with Change Advisory Board (CAB) and overall implementation plans.

Operational

- Contribute to external and internal audits as required by the Team Leader, Networks and Telecommunications.
- Be an active member in group forums, proposing solutions within areas of expertise.
- Work on key ICT projects ensuring that tasks are completed within scheduled timelines
- Providing Level 3 escalated support to the broader IT Team.
- Identifying and alerting the ICT Team Leader to any risks including the provision of risk mitigation strategies, any changes to production systems, and participating in the change approval procedures ensuring maximum availability of all ICT systems.
- Contribute to the out-of-hours support of RCH ICT systems as directed by the ICT Operations Manager and/or Team Leader, Networks and Telecommunications
- Manage and support the proactive monitoring and alerting of ICT networking and telecommunications infrastructure to ensure high availability and operational stability

Security

- Support and assist in uplifting and maintaining the ICT cyber security posture.
- Participate in activities to maintain or enhance the RCH cyber security posture, including compliance with required cyber security frameworks
- Support and assist with the implementation and maintenance of cyber security tools and technologies.
- Identify potential cyber security risks and alert Team Leaders and Security & Governance team of the risks.

General

- Contribute to and participate in an environment of continuous learning and improvement.

- Lead ICT team member participation to ensure ongoing excellence in service delivery and teamwork.
- Other duties as directed consistent with the employee's skill level and classification

QUALIFICATIONS AND EXPERIENCE

Essential:

- Cisco Certified Network Professional (CCNP) certification or equivalent of five years industry experience
- Hands on experience and demonstratable knowledge of working with Cisco Routers, Switches and Voice Technologies
- Experience supporting and managing Cisco UC platforms (Cisco Unified Communications Manager 11.x and above)
- Experience supporting and managing SBC's and SIP services

Desirable:

- An understanding of the healthcare sector
- Experience with Faxing Services (e.g. RightFax)
- Experience with ARC, Vocera, iCare and other integrated messaging platforms
- Experience with MS Teams Calling, Cisco Webex, Jabber or similar
- Experience with Palo Alto Firewalls and Management platforms (Panorama)
- Experience supporting and maintaining Network Monitoring Systems (e.g. ManageEngine)

KEY SELECTION CRITERIA

- Demonstrated experience working with Cisco UCM environments
- Demonstrated experience working in a 24 x 7 support environment
- 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
- Excellent written, verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area of expertise
- Desire to enhance the effectiveness of team by documenting solutions and tasks, to simplify workflows
- Demonstrate and practice a high level of attention to detail
- An ability to effectively prioritise tasks and successfully problem solve and trouble-shoot issues
- Demonstrated strong commitment and adherence to process and change control practices
- Experience in continuous improvement
- Demonstrated experience working with a vendor to complete complex projects
- Ability to work autonomously

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 LGBTIQI community and people with disability.

Position description last updated

March 2024