

## Position Description

<b>Position title</b>	Senior Analyst/Systems Architect
<b>Department / Division</b>	Decision Support / Strategy, Planning & Performance
<b>Classification</b>	Grade 8 Year 1 – Grade 8 Year 5 (AO81 – AO85)
<b>Position reports to</b>	Manager, Decision Support
<b>No. of direct &amp; indirect reports</b>	N/A
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category C – Works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently.

<b>The Royal Children's Hospital</b>
<p>The Royal Children's Hospital's (RCH) vision is <i>a world where all children thrive</i>.</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 <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</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 <a href="http://www.rch.org.au">www.rch.org.au</a></p>

<b>ROLE CONTEXT</b>
<p>The Senior Analyst / Systems Architect role sits within the Decision Support Unit which provides mission critical data and business intelligence to support the Division of Digital Health as well as the whole hospital.</p>

ROLE PURPOSE
<p>The Senior Analyst / Systems Architect leads the analysis, design, implementation, and administration of digital and analytical solutions that support clinical, operational, and strategic objectives across the health service. This role manages the technical architecture, systems integration, and data modelling of digital health systems operated by the Decision Support Unit (DSU), ensuring optimal data integrity, performance, security, interoperability, and user experience. It plays a critical role in guiding decisions on new systems, upgrades and data strategies that are informed by frontline clinical realities and support staff in their daily work.</p>
KEY ACCOUNTABILITIES
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Lead the analysis, design and implementation and on-going administration of digital and analytical solutions to support clinical, operational and strategic objectives.</li> <li>• Actively design, implement and promote sound application architecture which is optimised for data integrity, performance, security, interoperability and user experience.</li> <li>• Establish and maintain collaborative relations with the Digital Health Team to support decisions about new systems, digital upgrades, and data, informed by frontline clinical realities and relevant and supportive of staff in their daily work.</li> </ul> <p><b>Customer Service/ Stakeholder Management</b></p> <ul style="list-style-type: none"> <li>• Liaise with stakeholders to determine and translate the information reporting business needs of the organisation.</li> <li>• Work in collaboration with multidisciplinary teams.</li> <li>• Manage high level business support and insights to key business stakeholders through performance data analysis across varied aspects of hospital functions.</li> <li>• Communicate complex technical concepts in simple and understandable terms to technical and non-technical audiences.</li> <li>• Advise, guide and support hospital staff at different levels to ensure compliance with policy and procedures.</li> </ul> <p><b>Quality</b></p> <ul style="list-style-type: none"> <li>• Lead the ongoing development, review and maintenance of administrative processes, communication mechanisms and service delivery, consistent with the principles of continuous improvement.</li> <li>• Maintain comprehensive documentation for all implemented systems, including standards, procedures, and guidelines.</li> </ul> <p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Develop work plans in conjunction with the Manager, Decision Support and Director, Performance and Information Management to address organisational performance reporting requirements.</li> <li>• Oversee the on-going maintenance of the Performance Management Reporting system, including timely processing and upload and reporting of data, maintenance of the data warehouse and reporting processes.</li> <li>• Support the Manager, Decision Support in all operational management aspects of the Unit.</li> <li>• System documentation is up to date and readily available. This includes related processes, standards, procedures and guidelines with respect to the data warehouse systems.</li> <li>• Other duties as directed consistent with the employee's skill level and classification.</li> </ul>

### Teamwork

- Coach and Mentor team members to build technical and analytical capability
- Collaborate with the Digital Health Teams to enhance continuous development and improvement of performance management reporting.
- Promote a culture of positive working relations, safety, innovation and productivity.
- Active participation in the continuous development and enhancement of performance management reporting.

### QUALIFICATIONS AND EXPERIENCE

#### Essential:

- Tertiary qualifications in a related field and /or specialised knowledge with several years of industry experience.
- Proven experience collaborating in a team environment and ability to work well as a senior team member
- Advanced knowledge of the Microsoft SQL Server and Microsoft SQL Business Intelligence toolsets.
- Experience in advising, supporting and working closely with senior level management.

#### Desirable:

- Experience with Power BI.
- An understanding of the healthcare sector.
- Experience working in a public hospital.

### KEY SELECTION CRITERIA

- Several years of experience managing, designing and extending information systems in line with organisational requirements.
- Proactive approach to problem resolution.
- Proven ability to identify and resolve data integrity issues immediately and independently
- Excellent analytical and problem-solving skills.
- Meticulous attention to detail.
- Track record in delivering projects on time.
- Excellent customer service and people skills. The ability to build and manage key relations across the organisation and ensuring a high level of service to customers of the Unit.
- Strong verbal and written communication skills.
- Capacity to work under pressure and meet deadlines, managing a number of competing priorities.
- Adaptable to change and ability to learn new technical skills quickly.

### 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

- 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

November 2025