

Position Description

Position title	Technical Integration Analyst – Rostering System
Department / Division	Corporate Services Transformation / Corporate Services
Classification	Grade 7 Year 1 – Grade 7 Year 5 (AO71 – AO75)
Position reports to	Project Lead - Rostering System Implementation
No. of direct & indirect reports	Nil
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 <i>a world where all kids thrive</i>. 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 CONTEXT
The Corporate Services portfolio at RCH encompasses enabling functions that support the hospital's operational and strategic objectives. The Director Transformation leads the RosterOn to Optima transition – a critical programme of work to modernise workforce management across the organisation. The Technical Implementation and Integration Analyst is embedded within the Rostering System Implementation Project team, reporting to the Project Lead. The role is responsible for delivering the technical workstream of the RosterOn to Optima transition, including system integration design and build, technical configuration, data migration, and integration testing. Working alongside the Senior Business Analyst who leads business process and requirements activities, this role focuses on translating those requirements into technical solutions and ensuring all connected systems are correctly integrated and operational ahead of each rollout phase.

ROLE PURPOSE
The Technical Implementation and Integration Analyst is responsible for delivering the technical workstream of the RosterOn to Optima transition. The role covers end-to-end integration design, build, and testing between Optima and RCH's connected systems – including SAP Payroll, HR information systems, and Active Directory – as well as technical data migration, environment configuration, and technical documentation. Working alongside the Senior Business Analyst, who leads business process and requirements activities, the Technical Implementation and Integration Analyst translates agreed requirements into technical solutions and ensures all system interfaces are correctly configured, tested, and operating as expected ahead of each rollout phase. The successful candidate will bring hands-on technical implementation experience alongside the ability to coordinate effectively with vendors, ICT teams, and business stakeholders.
KEY ACCOUNTABILITIES
Customer Service / Stakeholder Management • Act as the primary technical liaison between the project team, Optima vendor technical team, SAP Payroll service provider, and RCH ICT teams throughout the implementation • Work closely with the Senior Business Analyst to translate agreed business and process requirements into technical integration specifications and configuration decisions • Engage proactively with RCH ICT and infrastructure teams to identify and resolve technical dependencies, access requirements, and environment readiness issues • Provide clear and accessible technical guidance to non-technical project team members and stakeholders, ensuring technical constraints and risks are well understood Administration • Produce and maintain technical documentation including integration specifications, data mapping documents, interface design records, configuration registers, and environment details • Lead data extraction, transformation, and loading activities to migrate employee, roster, and configuration data from RosterOn to Optima accurately and completely • Manage and track technical workplan activities, reporting progress against milestones and escalating issues to the Project Lead as required • Support the preparation of technical reports, status updates, and decision papers for the Project Lead and Steering Committee Quality • Design, coordinate, and execute integration testing for all interfaces between Optima and connected systems including SAP Payroll, HR information systems, and Active Directory / SSO • Conduct technical data quality assessments and lead data cleansing activities to ensure accurate and complete migration from RosterOn to Optima • Identify, log, and manage technical risks and issues throughout the project lifecycle, working with vendors and ICT teams to resolve them in a timely manner • Ensure all integration solutions, configurations, and data handling practices comply with RCH ICT standards, data governance requirements, and relevant security and privacy policies Leadership / Strategy • Contribute to the technical architecture and integration design for the Optima implementation, ensuring solutions are fit for purpose, supportable, and aligned with RCH's broader ICT strategy • Provide expert technical advice to the Project Lead on integration approaches, data migration strategy, environment readiness, and technical risk across all rollout phases

- Support the transition of technical knowledge to the Rostering System Administrator and relevant ICT teams to ensure the solution is effectively maintained and supported post go-live
- Lead the delivery of training to each rollout group in conjunction with the Optima vendor, adapting content and approach to meet the needs of different user groups

QUALIFICATIONS AND EXPERIENCE

Essential:

- Demonstrated experience in technical systems implementation, including the design, build, and testing of system integrations in a complex organisational environment
- Proven experience in data analysis, data mapping, and data migration, including the extraction, transformation, and loading of data between enterprise systems
- Strong technical documentation skills, including the ability to produce integration specifications, data mapping documents, configuration records, and test plans to a high standard
- Demonstrated experience working with multiple technical and non-technical stakeholders including vendors, ICT teams, and business users in a project environment
- Strong analytical and problem-solving skills with high attention to detail and the ability to identify and resolve complex technical issues

Desirable:

- Experience with Optima, RosterOn, or other workforce management or rostering systems
- Experience with SAP Payroll or similar payroll or HRIS system interfaces
- Experience with Active Directory, SSO, or identity and access management systems
- Experience with ETL tools or data migration platforms
- Experience in a healthcare, government, or similarly complex regulated environment
- Relevant tertiary qualification in Information Technology, Computer Science, or a related discipline

KEY SELECTION CRITERIA

- Demonstrated experience in technical systems implementation, including the design, testing, and deployment of system integrations in a complex multi-vendor environment
- Proven ability to produce high-quality technical documentation including integration specifications, data mapping records, configuration guides, and test plans
- Demonstrated experience in data migration activities, including data quality assessment, cleansing, transformation, and validated loading between enterprise systems
- Proven ability to identify, escalate, and resolve technical risks and issues effectively, working collaboratively with vendors and internal ICT teams
- Demonstrated ability to build and maintain effective working relationships with both technical and non-technical stakeholders across a complex organisation
- Well-developed time management skills with an ability to manage competing technical priorities and deliver against tight project milestones
- Ability to transfer technical knowledge to operational and ICT teams to support sustainable post-implementation support and maintenance

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 LGBTQI community and people with disability.

Position description last updated

July 2026