

Position Description

POSITION TITLE:	Application Systems Lead
REPORTS TO:	Information Systems Development Manager
EMPLOYMENT TYPE/STATUS:	FULL TIME
EMPLOYMENT STATUS:	Ongoing
CLASSIFICATION:	LEVEL 7
DATE REVIEWED:	June 2020

Team Overview

The BreastScreen Victoria Information Technology Services team is located in Carlton and provides state-wide ITS support to all its Services. It has a twofold role, one providing operational support and the other ongoing systems development. The ITS team aims to answer the emerging needs and cater to the longer term growth of the BreastScreen Victoria program. The Team endeavours to follow best practices methodologies and standards.

Role Objective

The Applications Systems lead is responsible for maintaining and supporting the Enterprise application suite of BreastScreen Victoria.

The role will focus on maintaining the integrity of our production systems. This ranges from implementing a change control process for production system changes through to application monitoring and incident management and ensuring all parties are kept informed of processes, upcoming changes and incidents when they occur.

The Applications Systems lead will also be responsible for maintaining the various environments that are used by our enterprise applications (DEV, TEST, and Production). This includes managing data refresh from production, installation and configuration of pre-requisite software and applications.

The Applications Systems lead will be responsible for managing the enterprise application service desk queues. Working with key stakeholders from the development team, IT Operations and the service desk team to ensure tickets are triaged, resolved or routed to the appropriate person for resolution. The Applications Systems lead is also responsible for triaging bug reports by replicating the issue and logging into the development management system and ensuring all stakeholders are kept up to date with the progress of their tickets.

Key Responsibilities – include but not limited to:

Key Responsibility	
<p>Production systems Changes to production systems</p> <p>a) manage the deployment of (software / hardware / configuration) changes to the production systems of BreastScreen Victoria.</p> <p>b) manage the updating of production data and databases for enterprise systems.</p> <p>Enterprise application monitoring</p> <p>a) Working with the IS Development manager define application monitoring requirements for the enterprise application suite.</p> <p>b) Implement these monitoring mechanisms and ensure they operate correctly. Periodically testing to ensure compliance.</p> <p>c) On a daily basis check the system functionality is working to specification.</p> <p>Management of outages:</p> <p>a) Working with the IS Development manager and the Service Desk manager to define and document a process for managing system outages.</p> <p>b) Where an enterprise application outage occurs drive communication / resolution of the outage.</p>	<ul style="list-style-type: none"> • BSV change control (CAB) process documentation is completed and followed. • Any change has been signed off by (QA, Product / IS Development manager and user representatives). • Changes are completed to production and user acceptance tested to ensure compliance. • All changes can be rolled back in case of issues. • Ensure access to change production data is strictly controlled and logged. • Ensure all manual database updates are documented (Full SQL listing) against the associated support/work ticket. • Ensure updates have been fully tested in our test environments prior to application in production. • Develop and maintain a library of common SQL update scripts and document to online wiki in Azuredevops. • Application monitoring requirements are identified and documented. • Application monitoring is implemented and effective. These measures are regularly reviewed for improvement. • Daily checks of monitoring logs are completed. • A process is defined and adopted for the management of enterprise system outages. • Notification/Escalation of the outage to management and executive. • Continual communication to users around outage and resolution • Assembly of team to resolve issue. • Updates to management / end users around status for long running outages.

	<ul style="list-style-type: none"> • Escalation of outage to Management if additional help is required. • Final outage resolution and communication.
<p>Enterprise Application Support</p> <p>Support ticket queue ownership</p> <p>a) Own the support ticket queue for Gecko and its related systems ensuring:</p> <p>b) Produce a regular reporting on support tickets volumes, aging, etc.</p> <p>Support process improvement</p> <p>a) Work with relevant stakeholders to improve the support process for enterprise applications.</p> <p>b) Document support processes and share with wider BreastScreen Victoria staff.</p>	<ul style="list-style-type: none"> • Support tickets have the required information for resolution purposes. Contact end user to clarify information if required. • Support tickets are addressed in priority order to ensure higher priority tickets are addressed first. • Support tickets are addressed in a timely fashion. • Where necessary support tickets are routed to staff with relevant experience and bandwidth to resolve the ticket • End users are kept up to date with progress of their support tickets. • Aged tickets are triaged. End user contacted to confirm whether the ticket can be closed and take appropriate action. • Agreed reports are produced according to the agreed schedule. • Support processes are documented and have measurable outcomes defined to determine effectiveness. • Support processes are documented and maintained on BSV intranet. • Support processes are communicated to end users.
<p>Environment management</p> <ul style="list-style-type: none"> • Develop and maintain documentation around enterprise system environments (Development, Test, and Production). • Work with key IT stakeholders to ensure all environments are up to date with application and Server OS patching. • Ensure environments have required resources and are in good working order. Work with IT stakeholders to correct issues as they arise. • Manage user logins and password management 	<ul style="list-style-type: none"> • Environment documentation is created and is detailed enough to allow stakeholders of IT and the development team support and maintain these environments. • Environments are maintained with application and server os level patching and the physical / virtual servers are appropriately maintained. • Access to production environments is controlled with access only to personnel that require access. Accounts where staff have left BreastScreen should be removed from the system.

<p>Software release management</p> <p>a) Participate in the software release management process.</p> <p>b) Maintain software packaging and deployment systems. Including documentation to aid maintenance and support.</p>	<ul style="list-style-type: none"> • Provides feedback on release deployment requirements (server / client), release timeframes and deployment planning. • Software packages are built and deployed effectively from test systems to production.
<p>Risk Management</p> <p>a) Manage risks, including development and monitoring risk mitigation strategies related to development.</p>	
<p>Client Centric Care</p> <p>a) Identify opportunities for BSV to continually improve service to clients</p> <p>a) Respond and act on feedback from services, staff and clients.</p>	
<p>Other duties as directed by the Information Systems Development Manager that contribute to an individual work plan</p>	

Key Behaviours

BreastScreen Victoria provides positive guidelines around key behaviours and values to ensure the work of all employees is effective, respectful and contributes to the positive culture of our organisation. Adherence to the BSV Performance Behaviours Dictionary, Code of Conduct and other relevant organisational policies and procedures is an ongoing requirement of the role.

Level of Supervision and Independence

Reporting to the IS Development Manager, the Applications Systems Lead is responsible for the operational management of BSV Enterprise Applications.

As a level 7 employee as per the BSV Enterprise Agreement, it is expected the incumbent has the capacity to lead and support others working within the Applications Systems field, as well as the capacity to resolve problems that frequently require a high degree of original and independent thinking. The position will be required to work through complex work issues, and possess the necessary skills to produce effective outcomes for work colleagues and BSV.

The position requires a high level understanding of coordination and management skills to monitor resources and balance competing priorities, as well as the capacity to provide leadership and drive in one or more specific projects. This may include initiating and managing negotiations with peers (internal and external to work unit) to gain commitment to projects, and delivery of activities to meet timelines.

Key Selection Criteria

Academic Qualifications	
ESSENTIAL	DESIRABLE
Tertiary qualifications in Information Technology or equivalent field	Previous experience in a health setting
Minimum 5 years' experience in applications operations or similar role.	
Technical Abilities & Skills	
ESSENTIAL	DESIRABLE
Experience in working in software development teams in an agile environment.	High level of written and verbal communication and presentation skills.
Excellent problem solving and solution design skills.	Understanding of the services provided by BreastScreen Victoria and the process of screening and assessment.
Knowledge of Oracle Database administration.	Experience in health technology.
Knowledge of windows server administration.	Knowledge of planetpress, ABBY (OCR), Essendex (SMS service)
Strong understanding of ITIL processes.	Knowledge of .NET framework and general understanding of programming.
Strong understand of software packaging and deployment technologies.	Knowledge of service desk systems.
Personal Abilities & Behaviours	
ESSENTIAL	DESIRABLE
Collaborative team player.	Digital native, lives and breathes technology.
Growth mindset. Always seeking person growth and improvement.	

Relationships

INTERNAL	EXTERNAL
Executive Team	Q groups (Data Q, Radiographer Q, Radiology Q, Program Managers)
ICT Team	RAS staff including Radiologists, Radiographers, Nurse Counsellors, Reception and Data staff

BCU Staff	SSP staff including Radiographers and Reception
	Research groups (LifePool, Volpara, Breast Density Studies)
	Technology Suppliers, Informatica, Business Objects, Esendex (SMS vendor), HealthLink
	Consultants relating to projects. Abby, PlanetPress, Sectra
	Oracle DBA Consultant.

Understanding and acceptance of Position Description

Employee Signature: _____ Date: _____

Employee Name: _____

Manager Signature: _____ Date: _____

Manager Name: _____