

Position Description

Title	Clinical Application Support Officer	Position Reports to	Clinical Informatics Technical Manager
Classification	Grade 3(HS3)	Employment Status	Full Time Ongoing
Enterprise Agreement	<i>Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025</i>		

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for more than 160 years. The Eye and Ear has over 90 different outpatient specialist clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 190,000 patients, with over 130,000 outpatients, nearly 44,000 emergency patients and over 14,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. Our vision is to inspire and advance specialist eye and ENT care. Our mission is to improve health and wellbeing outcomes through excellence in clinical care, teaching and education, research and innovation. Our values of **Integrity, Inclusive and Accessible Care, Collaboration and Excellence** are at the core of everything we do.

- **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
- **INCLUSIVE AND ACCESSIBLE CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **COLLABORATION** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
- **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here:
<https://eyeandear.org.au/about/publications/strategic-plan/>

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. 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.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The Eye and Ear is committed to the **Child Safe Standards**.
 The Eye and Ear is a smoke free environment.

Position Summary:

Key Responsibilities / Performance Outcomes:

1. Work within an ethically and legally sound framework. Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.
2. Information Technology (IT) skills that are commensurate with the requirements of the role.
3. Key Responsibilities
 - Provide frontline Tier 1 and Tier 2 application support.
 - Accurately log, triage and resolve incidents and service requests within agreed SLA's
 - Escalate complex issues in line with defined pathways.
 - Support testing, training and go-live activities.

Measures

- $\geq 90\%$ first-contact resolution rate.
- $\leq 10\%$ escalation due to triage error.
- Positive end-user feedback.

4. Application Support & Service Delivery

- Provide timely, professional application support to end users via phone, on-floor and online channels.
- Log, triage, manage and resolve incidents and service requests using endorsed systems (e.g. JIRA).
- Ensure issues are resolved within agreed service levels or escalated appropriately.

Measures

- $\geq 95\%$ of requests responded to within SLA.
- $\leq 5\%$ ticket re-open rate.

5. Stakeholder, Vendor & Team Engagement

- Maintain effective working relationships with clinicians, operational teams, vendors and colleagues.
- Act as a representative of Clinical Informatics on committees, working groups and project forums as required.
- Communicate clearly with stakeholders regarding issues, changes and system impacts.

Measures

- Timely, documented vendor engagement for all escalated issues.

6. Change, Risk & Issue Management

- Collect, analyse and progress system change requests in line with approved governance and change processes.
- Identify, manage and escalate risks and issues in a timely manner.
- Ensure system changes are safe, tested and approved prior to deployment.

Measures

- 100% compliance with change and governance processes.
- Risks and issues escalated within 1 business day of identification.

7. Testing, Training & Go-Live Support – All Systems

- Participate in the development and execution of test scripts, plans and system/workflow testing
- Provide go-live, post go-live and optimisation support to end users.
- Contribute to end-user training activities and knowledge transfer.

Measures

- 100% participation in assigned testing cycles.
- No critical defects missed due to error.

8. Documentation & Knowledge Management

- Maintain accurate and current documentation including workflows, QRGs, manuals and procedures.
- Contribute to knowledge bases to support consistent and efficient issue resolution.

Measures

- 100% of assigned documentation reviewed annually or following system change.
- Knowledge articles created for $\geq 80\%$ of recurring issues.

9. Projects, Upgrades & Continuous Improvement

- Contribute to digital health projects, upgrades and system enhancements.
- Support continuous improvement of clinical workflows and digital solutions.
- Undertake ad-hoc duties as directed by the Manager or Director.

Measures

- Project deliverables completed within agreed scope and timeframes.
- Demonstrated implementation of improvement initiatives.

10. Professional Practice & Capability Development

- Maintain an appropriate level of knowledge across all relevant applications and clinical workflows.
- Participate in mandatory training, professional development and team activities.
- Adhere to organisational values, policies and professional standards.

Measures

- 100% completion of mandatory training.
- Ongoing competency demonstrated through performance review.

11. After-Hours & On-Call Support (where applicable)

- Participate in after-hours and on-call rosters as required to support clinical operations.

Measures

- Roster commitments met as scheduled.
- After-hours incidents managed in accordance with agreed procedures.

Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

- Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework to deliver safe high quality and person-centred experience and care.
- Participating in reporting and analysis of safety and quality data including risks or hazards.
- Participating in improvement activities.
- Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
- Participating in appropriate professional development activities and other quality and safety training.
- Participating in health service activities required for accreditation.
- Ensuring appropriate use of hospital resources.
- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.
- Actively participate in the annual performance development cycle.
- Is compliant with the Eye and Ear Data Accountability Framework.

Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
Qualifications	Health information technology	

	related qualification / relevant work experience	
Experience	Experience working within a public hospital system.	Involvement with development and / or deployment of an EMR.
	Communication via different mediums to a wide ranging audience.	
	Provision of patient care.	
Competencies	Computer literacy.	Use of common workplace software.
	Demonstrated commitment to patient / customer experience and outcomes.	Application support and backend function of hospital systems
	Demonstrated understanding of clinical workflows and the role of clinical information systems in the provision of patient care including understanding of the benefits that can be achieved by implementing an electronic clinical system	
	Ability to work professionally, on own initiative and against defined timescales. Ability to communicate and engage with a wide range of stakeholders.	
	Problem solving / analytical approach.	
	A track record of a quality focused approach.	

Reporting Lines

Position Reports to – *Clinical Informatics Technical Manager*

Number of Direct reports - *Zero*

Key Working Relationships

Clinical Informatics Manager
Clinical Informatics Officer_Training Lead
Clinical Informatics Officer_Application Support Lead
Clinical Informatics Pharmacist
Application Support Officers
Hospital Managers
Clinical staff
(External)
Vendor staff (of Clinical Software)

All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.

Author of Position Description or Manager of Position:

Name: Josephine Pickett
Date: February 2026

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Agreement

I have read, understood and agree to comply with the position description.

Name: _____

Signature: _____

Date: ____ / ____ / ____