

Position Description

Title	ICT Support Engineer	Position Reports to	Manager, Business Applications
Classification	HS2	Employment Status	Full time
Enterprise Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027		

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 over 160 years. The Eye and Ear has over 90 different outpatient 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 160,000 outpatients, 45,000 emergency patients and over 16,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. Our focus is providing the very best patient care possible. We strive to apply new and effective models of care, invest in research and training and share our knowledge to improve eye and ear health. We will inspire and advance specialist eye and ENT care.

At the core of everything we do are our Guiding Principles:

- **Integrity** – We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect.
- **Inclusive and Accessible Care** – We are compassionate, thoughtful and responsive to the needs of our consumers
- **Collaboration** – We communicate openly, respect diversity of views and skills, and work effectively with partners and in multidisciplinary teams to deliver optimal outcomes
- **Excellence** – We give our personal best at all times, deliver exemplary care and experience, monitor performance, and seek continuous improvement through innovation

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:

The Support Engineer will be the first point of contact for any IT related issues and queries and will provide exceptional service and assistance to rectify and solve issues as they arise. They will provide phone and email support, remote access support and also face to face and direct contact support. Day to day tasks typically involve the installation, configuration and troubleshooting of software applications and hardware systems used by staff.

Key Responsibilities / Performance Outcomes:

Internal Support

- a. Respond to Service Desk requests in alignment with the service level agreement
- b. Investigate and troubleshoot software and hardware issues
- c. Pro-actively utilize existing knowledge, documentation and external resources to resolve staff issues
- d. Participate in the after-hours On Call roster
- e. Maintain the asset register
- f. Evaluate and update documentation, including user guides and internal knowledge base, with an aim to reduce the time to resolution for incidents, requests, and problems
- g. Prioritise service requests on a daily basis

2. Cloud Management

- a. Perform administrative functions within the hospital's cloud environment
- b. Assist the Engineering Lead with managing and maintaining the cloud and virtual desktop environment

3. Customer Experience

- a. Create a positive customer support experience, build strong relationships and ensure timely resolution with prompt communication of progress

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 [Quality and 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 [Data Integrity 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

	Desirable
Qualifications	None
Experience	• Desktop support experience with Microsoft products, including Windows and 365 • Working knowledge of Active Directory, remote desktop tools and Group Policies
Competencies	• A demonstrated understanding of network topologies and protocols; • General hardware, software and network fault finding skills; • Self-motivated with ability to work with limited supervision; • A flexible and customer service orientated approach; • Healthy work ethic with an enthusiastic "Can Do" Attitude

Reporting Lines

Position Reports to – Manager, Business Applications

Number of Direct reports - 0

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: Anthony Vido

Date: 10 March 2025

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: ____ / ____ / ____