

Role Description

PACS Administrator

Cluster	NSW Health
Agency	Cancer Institute NSW
Division	Cancer Screening and Prevention
Location	Australian Technology Park
Classification/Grade/Band	Health Manager Level 3
Kind of Employment	Fixed Term Contract (Maternity Leave up to 12 months)
ANZSCO Code	262113
Role Number	16728
PCAT Code	111665666
Date of Approval	April 2019
Agency Website	www.cancer.nsw.gov.au

Overview

The Cancer Institute NSW is Australia's first statewide cancer control agency, established to lessen the impact of cancer in NSW. The Institute supports and promotes best practice; working to ensure people across the state, no matter where they live, are provided the same high quality treatment and care that is vital to optimising the outcomes and quality of life for people diagnosed with cancer.

Driven by the purpose and objectives of the NSW Cancer Plan, the Institute continuously works to:

- reduce the incidence of cancer
- increase the survival rate for people with cancer
- improve the quality of life of people living with cancer
- provide a source of expertise on cancer control for the government, health service providers, medical researchers and the general community

In order to achieve this, the Institute engages with the community, health professionals, researchers, governments and charity organisations to:

- provide information, resources and advice about preventing cancer
- promote the importance of early detection through cancer screening programs and community awareness
- provide grants that build research capacity and foster innovation in, and translation of, cancer research into improved cancer outcomes
- maintain quality information repositories about cancer in NSW to inform future policy and health planning
- establish partnerships with cancer healthcare professionals to develop and evaluate programs to improve the quality of cancer treatment and care in NSW

Primary purpose of the role

Administer the Picture Archiving Communication System (PACS), monitoring and maintaining the application and providing end-user support to ensure the efficient delivery of mammographic screening and assessment services for BreastScreen NSW

Key accountabilities

- Perform system monitoring and analysis, including troubleshooting system hardware and software issues; escalating these issues to IT and the vendor; and advising on appropriate measures to be taken (including outages), to ensure a stable and reliable PACS environment for BreastScreen NSW
- Perform application configuration activities, including system-wide settings and user account management, to ensure BreastScreen PACS sites have a standard configuration and acceptable user performance across NSW
- Plan and implement new/upgraded screening and assessment services that may arise from business cases or ad hoc requests (including new equipment purchases) to support standardised configuration and acceptable user performance across NSW
- Provide application support to end-users (both clinical and non-clinical) and users of PACS data (e.g. data and reporting team), which may include visits to screening and assessment services across NSW, to support the evaluation and improvement of current processes across BreastScreen NSW and to ensure optimal service delivery
- Track issues in both the Cancer Institute and vendor issues logging systems; ensuring all issues are logged, monitored and resolved; identifying whether issues need to be treated as defects or enhancements and keeping stakeholders informed, as required, to ensure that bugs or issues in the PACS production environment are addressed and resolved in a timely manner
- Perform testing activities (e.g. for users, SASs, upgrades, interfaces, new worksites, etc.) including test planning and development/maintenance of test scripts, ensuring they meet the needs of the business to support the delivery of effective, well performing systems to BreastScreen NSW users
- Coordinate integration of HL7 and DICOM messaging, to maintain and identify areas of improvement with the integration between the BIS and PACS

Key challenges

- Maintaining an up-to-date knowledge of “emerging technologies” and recent developments in Information Technology given the breadth and complexity
- Adapting to challenging situations to support Institute programs and committees, particularly during the times of changing environments and IT systems, given tight project deadlines and required standards and service level agreements
- Ensuring that existing policy, clinical frameworks, facilities and regulatory requirements are considered when planning and undertaking maintenance and development projects given the complexity and scope of BreastScreen NSW processes

Key relationships

Who	Why
Internal	
Reading Room Manager / Digital Library Manager	Provide regular feedback on activities and respond to customer satisfaction surveys and comments
Team Leader Health Information Systems Support	Receive and respond to feedback on work performance; advise on PACS issues and updates
BIS / PACS Administrator	Provide analysis and receive advice regarding issues, configurations and resolutions
State Radiologist	Advise on best practice system usage and receive clinical advice regarding questions posed from system users

Who	Why
Information Technology Team	Request advice regarding security policies and network analysis for poorly performing systems
External	
Product Vendors	Exchange information and follow up on resolution of issues raised by end users; act as the liaison point between the vendor and organisational stakeholders in the development of new interfaces, sites and functionality
System Users (SAS)	Exchange information and provide support to ensure resolutions and instructions are correct and understood
External Service Providers	Informational requests to and from providers of clients screen outside of BreastScreen NSW

Role dimensions

Decision making

- Accountable for the accuracy and quality of the content of specialist technical advice and services provided
- Responsible for day-to-day decisions relating to work priorities and workload management, for themselves and any staff/project staff supervised within the agreed BIS/PACS Support team policies and procedures
- Exercises discretion in referring to their supervisor on any issues which will substantially alter the outcomes, timeframe or funding requirements of individual projects, issues or conflicts arising in the course of daily activities, representational duties and all matters which require a higher delegated authority

Reporting line

The PACS Administrator reports to the Team Leader Health Information Systems Support

Direct reports

The PACS Administrator has 0 direct reports

Budget/Expenditure

N/A

Essential requirements





- Knowledge of Imaging Modalities, and Radiology Information Systems (RIS) and an understanding of the nature of digital workflow and health network as a whole
- Experience in a health support, field engineering and/or an IT support role, or similar
- Knowledge in quality assurance of systems and documentation, understanding of SQL databases and HL7/DICOM applications
- Appropriate tertiary qualifications in Engineering or Information Technology and demonstrated, relevant, equivalent professional certification and training

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Advanced
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Adept