

Role Description

Team Leader Systems Support



Cluster	NSW Health
Agency	Cancer Institute NSW
Division	Cancer Screening and Prevention
Location	Australian Technology Park
Classification/Grade/Band	Health Manager Level 4
Kind of Employment	Ongoing
ANZSCO Code	135112
Role Number	16846
PCAT Code	111668666
Date of Approval	June 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

Manage the delivery of high quality systems and support for users of the BreastScreen Information System (BIS) and the Picture Archiving and Communications System (PACS) to support achievement of operational and Divisional objectives

Key accountabilities

- Develop, oversee and periodically review processes and procedures, including documentation, collaboration with internal and external stakeholders, development of new materials, and communicating and reinforcing standards to provide a quality, reliable and consistent support service for BIS and PACS users
- Develop, monitor and maintain appropriate service levels from the BIS and PACS vendors, reviewing and updating Service Level Agreements, ensuring they align with the strategic direction of the BreastScreen program, and reviewing monthly service reports, to ensure stakeholder requirements are met and that sustainability of systems is maintained
- Oversee and develop testing strategies and documentation for system, functional, non-functional and user acceptance testing to ensure that testing strategies support quality changes/enhancements to Screening and Prevention applications
- Coordinate and undertake business analysis to determine requirements, scope projects, develop business cases, obtain appropriate sign-offs and prepare deployment plans for system enhancements, upgrades and new development to ensure system changes are planned, scoped, prioritised and budgeted and efficiently implemented
- Manage work processes (user access, 2nd level help desk, issues and requests, build and change request logs, regression test suite) to achieve optimal utilisation, functionality and efficiency
- Identify areas for continual service improvement, making recommendations on how these can be applied to improve service delivery or expand services to better meet the needs of users
- Develop, or contribute to the development and maintenance of, clear and comprehensive functional specification and system administration documentation (e.g. procedures, work instructions, diagrams, specifications and acceptance testing criteria) to ensure the functionality of business applications are fully leveraged to meet the needs of the Cancer Screening and Prevention Program.

Key challenges

- Managing application enhancement, upgrade and development projects given the need to ensure that services are delivered with minimal disruption and downtime for the business
- Prioritising and responding to requests from multiple stakeholders, given competing agendas and expectations.

Key relationships

Who	Why
Internal	
Chief Information Officer	Receive information and guidance to ensure the technical operation of systems are managed according to best practice (ITIL)
Manager Business Intelligence and Information Systems	Receive and respond to feedback on work performance and provide expert advice and recommendations on application and project related issues
BreastScreen Program Manager	Collaborate with to ensure that the system is meeting the needs of the business and operates in accordance with BreastScreen policy
State Radiologist	Collaborate with to ensure that the system is meeting the clinical needs of the radiologists and best clinical practice.
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Information Technology Team	Receive high level technical advice and support regarding database design and application standards
Direct Reports	Provide guidance and feedback on work performance
External	
Product Vendors including Orion Health and Sectra	Provide direction for product development, coordinate resources for projects/issues management and communicate BreastScreen strategic direction Manage service contracts/SLAs and product roadmaps with vendors
SAS Directors and Data Managers	Exchange information regarding system activities, seek their engagement, and use them as a point of distribution of information within the SAS

Role dimensions

Decision making

- Accountable for completing work assignments and managing assigned projects to agreed timeframes, budgets and quality standards
- Establishes strategic priorities in consultation with the Manager, Business Intelligence and Information Systems and is accountable for the quality and accuracy of advice, as well as plans, project scopes, reports, systems documentation and training/learning resources prepared
- Refers decisions substantially altering the outcomes, timeframe or budgets of individual projects; decisions substantially impacting organisational policy or team operations; conflicts arising in the course of project or stakeholder liaison duties; and any matters which require a higher delegated authority.

Reporting line

The Team Leader Systems Support reports to Manager Business Intelligence and Information Systems.

Direct reports

The Team Leader Systems Support has 4-8 direct reports.

Budget/Expenditure

N/A

Essential requirements

- Demonstrated experience in managing information technology vendors ensuring performance deliverables are met and issues are managed and resolved.
- Experience in managing system changes, including defects and enhancements
- Experience managing the principles, processes, practices and tools of systems support for enterprise applications, including analysis, testing and quality assurance
- Knowledge of database management, information exchange standards, workflows and web-based technologies
- Knowledge of the NSW health system and the Health Records and Information Privacy Act
- Tertiary qualifications in Health Information Management, Information Technology or related discipline or demonstrated equivalent, relevant professional experience 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	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	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
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Results	Advanced	<ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input of

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Deliver Results		<p>others</p> <ul style="list-style-type: none"> Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control output of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources Seek and apply the expertise of key individuals to achieve organisational outcomes
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> Show commitment to the use of existing and deployment of appropriate new technologies in the workplace Implement appropriate controls to ensure compliance with information and communications security and use policies Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes Implement and monitor appropriate records, information and knowledge management systems protocols, and policies
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> Define and clearly communicate roles and responsibilities to achieve team/unit outcome Negotiate clear performance standards and monitor progress Develop team/unit plans that take into account team capability, strengths and opportunities for development Provide regular constructive feedback to build on strengths and achieve results Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way Monitor and report on performance of team in line with

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People Management Optimise Business Outcomes	Adept	<p>established performance development frameworks</p> <ul style="list-style-type: none"> • Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning • Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes
People Management Manage Reform and Change	Adept	<ul style="list-style-type: none"> • Actively promote change processes to staff and participate in the communication of change initiatives across the organisation • Provide guidance, coaching and direction to others managing uncertainty and change • Engage staff in change processes and provide clear guidance, coaching and support • Identify cultural barriers to change and implement strategies to address these