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**POSITION DESCRIPTION**

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**SENIOR TECHNOLOGY ANALYST**

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<b>Location:</b>	Parkville, Victoria with flexibility
<b>Division:</b>	ICT
<b>Salary:</b>	\$100,000 - \$110,000 commensurate with skills and experience plus superannuation and salary packaging
<b>Employment Type:</b>	Full-time position for 24 months.
<b>Position Reports to:</b>	Chief Information Officer

## 1. POSITION SUMMARY

The Senior Technology Analyst is responsible for the successful delivery of key ICT projects and core ICT services.

This role for the next 12 -16 months has a focus on the successful delivery of the transfer of Melbourne Health services into Orygen's service model and as such will be a key player in its success.

For the remainder of the contract, the focus will be on strategic and BAU projects and the successful delivery of ICT services ensuring delivery of ICT programs across Orygen.

This position will initially report to the CIO.

## 2. POSITION CONTEXT

Orygen delivers cutting-edge research, policy development, innovative clinical services, and evidence-based training and education for the mental health workforce to ensure that there is continuous improvement in the treatments and care provided to young people experiencing mental ill-health.

We are a complex organisation. Our activities and workforce are diverse includes:

- Five headspace centres in Craigieburn, Glenroy, Melton, Sunshine and Werribee that deliver primary clinical services to young people and are operated by Orygen.
- The Centre for Youth Mental Health, a University of Melbourne research and teaching department that is wholly seconded into Orygen. Centre staff are provided with Orygen email addresses and have the use of Orygen systems.
- Orygen Special Services, a tertiary clinical service that is operated by North West Mental Health, co-located with us at Parkville and Sunshine and whilst not under the governance of Orygen, works in close partnership with us.
- Orygen Digital, which develops and rolls out online clinical platforms that are fully integrated with 'in-person' clinical services.

- A training and development unit providing online and face to face training for the mental health workforce both nationally and internationally.
- A policy think tank drawing on Orygen's research and clinical expertise and partnering and collaborating with key content experts from Australia and around the world to advise government policymakers.
- Centralised professional support functions enabling the organisation to achieve strategic and operational objectives.

The IT team provide services and support for circa 750 staff across six locations

### 3. ABOUT ORYGEN

<b>VISION</b>	Young people to enjoy optimal mental health as they grow into adulthood.
<b>MISSION</b>	Reduce the impact of mental ill-health on young people, their families and society.
<b>VALUES</b>	Respect, Accountability, Teamwork, Excellence and Innovation
<b>COMMITMENTS</b>	First Nations people of Australia, Young people and their families, LGBTIQ+ people, and culturally and linguistically diverse (CALD) people

Orygen is leading and redefining what's possible in global research, policy, education and clinical care. Find out more on our [website](#).

### 4. KEY RESPONSIBILITIES/OUTCOMES

The Senior Technology Analyst will:

- Manage, scope and deliver small ICT projects and initiatives and support the delivery of larger projects within agreed timeframes and with appropriate documentation.
- Manage the security of key components within the ICT environment by ensuring core ICT services are securely implemented, monitored and regularly reported on.
- Manage a range of operational systems and services and ensure they are maintained to agreed standards.
- Deliver the maintenance and currency of ICT services, the identification of new features and where appropriate coordinate the rollout to Orygen users or the ICT team.
- Identify capabilities within new or existing business applications that Orygen could utilise, especially in the Office365 landscape such as Power Platform and Microsoft Teams.
- Provide system and infrastructure troubleshooting and maintenance support.
- Provide regular reporting on key ICT metrics such as uptime and service performance

### 5. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

#### 5.1 Essential

- A relevant degree with subsequent relevant experience; or extensive experience and specialist knowledge in an IT technical field.

- Exposure to a merger/demerger, from a technology perspective, will be required due to the transition of Melbourne Health mental health specialist services to Orygen.
- Proven experience with Microsoft Active Directory – support, domain management, group policy
- Experience with network architectures and the implementation of that architecture
- Proven experience with installing, managing, upgrading, maintaining, and troubleshooting Windows Server, Exchange, Virtualization, and cloud technologies (e.g., VMware and Hyper-V), end user operating systems and devices in enterprise environments.
- Experience with remote access technologies such as Citrix or RDP.
- Experience with firewalls, endpoint management solutions and other security technology such as Palo Alto and crowdstrike
- Experience in switching, networking, wireless and telephony with a focus on Cisco equipment.
- Experience in build, development and maintenance of an azure-based environment including complementary technologies such as Azure AD, Intune, DLP, IAAS etc.
- Experience with technologies such as Office365, PowerApps, logic apps, Microsoft D365 and other technologies in the Microsoft portfolio.
- An ability to rapidly self-learn, adapt, test, integrate and apply new or modern technologies, methodologies, and workflows (software and hardware).
- Experience with project management methodologies Vendor management – ability to deal with multiple external vendors/stakeholders
- Business knowledge – ability to gather & understand business needs and provide infrastructure solutions to meet them.
- Demonstrated ability in problem solving.
- Ability to prioritise work schedules by being self-directed and motivated.
- Excellent written and verbal communication skills.
- Ability to work as a member of a team and to develop collaborative and productive relationships with manager, peers, teams and colleagues and other stakeholders in the ICT department's activities and outcomes.
- Ability to self-motivate, share knowledge and guide peers where necessary.

## 5.2 Highly Desirable

- Healthcare experience is highly desirable and terms like PAS and EMR should be familiar to you.
- Knowledge of Medical Director / PracSoft
- Knowledge of ZenDesk
- Knowledge of ITIL Methodology

## 6. SPECIAL REQUIREMENTS

- Unrestricted right to live and work in Australia
- A current Victorian driver's license
- A current National Police Check will be required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- Some out of hours work may be required
- You will be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne.
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Orygen's Occupational Health and Safety policy.
- All Orygen employees are required to familiarise themselves with the organisation's policies and procedures and to adhere to them at all times.

- Successful applicants will be required to provide proof of COVID-19 Vaccination prior to commencement.