

POSITION DESCRIPTION	
Title	Communications Engineer
Super Stream	Information & Research Platforms
Department	Digital Innovation
Classification	AO7
Agreement	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021-2025
Reports to	Lead, Networks and Communications
Accountable to	Manager, Networks and Communications

Organisational Overview

The Royal Women's Hospital (**the Women's**), The Royal Melbourne Hospital (**RMH**), and Peter MacCallum Cancer Centre (**Peter Mac**) are leading Victorian public health services located within the Parkville precinct.

The **Women's** is Australia's foremost specialist hospital for women and newborns, delivering primary and tertiary care through a workforce of more than **2,500 staff**, and is internationally recognised for excellence in care, teaching, and research.

The **RMH** is one of Victoria's largest tertiary health services, providing world-class medical, surgical, and mental health programs. Supported by over **12,000 staff**, RMH is a designated trauma centre and leader in neurosciences, nephrology, oncology, cardiology, and virtual health.

The **Peter Mac** is a global leader in cancer research, education, and treatment, with more than **3,900 staff**, including over **700 researchers**, driving innovation in cancer prevention, diagnosis, and care.

Together, these organisations deliver integrated, research-driven, and patient-centred healthcare to local, state, and international communities.

Department Overview – Digital Innovation Service

The Digital Innovation Service (DI), hosted by the Women's, provides a unified ICT capability across the Parkville Local Health Service Network. DI supports the Women's, RMH, and Peter Mac by delivering shared digital infrastructure, systems, and innovation services critical to their clinical and operational performance.

Between July 2024 and June 2025, DI managed over 139,000 support tickets, supporting over 19,000 staff across the health services, highlighting its essential role in enabling safe, reliable, and connected care across the precinct.

In addition, DI provides services under Service Level Agreements to the Parkville Youth Mental Health and Wellbeing Service (PYMHWS) and limited legacy support to Northern Health and Western Health.

Position Purpose

The Communications Engineer is responsible for supporting the design, delivery, and ongoing performance of the organisation's communication systems, including unified communications, voice technologies, paging, messaging, collaboration tools, and related communication infrastructure.

The role ensures that communication services are reliable, secure, and optimised to support clinical operations, research activity, and enterprise functions. This includes providing technical expertise in configuration, maintenance, integration, and troubleshooting across communication platforms and associated technologies.

The position reports to the lead and works collaboratively across ICT teams, operational units, research groups, and external partners to enable robust, high-quality communication capabilities across the organisation.

Key Responsibilities

Information & Research Platforms

- Deliver operational support and technical engineering expertise for communication systems and platforms across the organisation.
- Maintain the performance, security, and availability of unified communications, VoIP, paging, messaging platforms, softphone applications, and collaboration technologies.
- Contribute & support integration of communication systems with clinical and research platforms, ensuring seamless interoperability and service reliability.
- Maintain documentation, configuration records, communication flow diagrams, and standard operating procedures.
- Coordinate & support in implementing technology upgrades, enhancements, and system improvements aligned with digital and research needs.

Strategic Leadership

- Provide strategic input into the planning and development of communication technologies and future-state communication roadmaps.
- Monitor emerging technologies, standards, and industry innovations to identify opportunities for service improvement.
- Coordinate and support initiatives for continuous improvement and modernisation of communication services.
- Provide technical input into communication architecture discussions and resilience planning.

Operational Performance

- Monitor communication system performance, usage patterns, and incident alerts, responding promptly to issues.
- Troubleshoot and resolve communication-related incidents to minimise disruption to clinical and research operations.
- Conduct regular maintenance, patching, firmware updates, and system optimisation activities.
- Participate in business continuity and disaster recovery planning for communication systems.
- Ensure and follow change management processes to validate communications changes are deployed safely and effectively.

People and Culture

- Contribute to a collaborative and service-focused team culture within the Networks & Communications group.
- Share specialist technical knowledge with team members and colleagues across the ICT division.
- Participate in ongoing professional development and training relevant to communication technologies.
- Promote a positive, safe, and inclusive workplace aligned with organisational values.
- Uphold organisational values and support a safe, inclusive, and respectful workplace.
- Demonstrate and encourage behaviours aligned with organisational values and operational excellence.
- Provide digital services support for all hospital sites supported by the Digital Innovation.
- Participate in daily duty roster support across all supported health service sites as required and scheduled.
- Be available for after-hours on-call support duties across all supported hospital sites as required and rostered.

- Participate in off-site support roster as scheduled.
- Contribute to coordinated teamwork and information sharing.
- Request planned leave promptly and maintain excess leave balances in line with hospital guidelines.
- Submit timesheets and leave requests in accordance with maximum leave balances and attendance requirements.
- Engage in performance management, professional training, and development opportunities as required.
- Complete all mandatory hospital training requirements within specified timeframes.
- Consistently demonstrate hospital values in all interactions and activities.

Stakeholder and Relationship Management

- Provide expert advice to executive management and stakeholders on communication service planning, risks, and strategic priorities.
- Communicate technical information clearly to both technical and non-technical audiences.
- Collaborate with vendors, service providers, and integration partners to support communication service delivery.
- Provide technical expertise in communication-related project groups and working committees as required.

Financial and Risk Management

- Support the management of communication hardware, software licensing, support agreements, and related assets.
- Identify and mitigate risks relating to communication system security, reliability, and compliance.
- Support adherence to organisational cybersecurity, privacy, and regulatory frameworks.
- Contribute to lifecycle planning for communication technologies, including forecasting replacements and upgrades.

Key Relationships

Internal:	External:
Chief Digital Information Officer	Victorian Department of Health
Partner organisation Board, Chief Executives and Executives	Technology vendors and service providers
Directors and Managers within Digital Innovation	Partner health services and universities
Clinical, Research, and Corporate Leaders	Research collaborators and innovation partners

Organisational Relationships

- Number of employees that are consumers of the DI service: 19,000+

Performance and Accountability

Performance objectives are set annually with the CDIO, focusing on:

- Delivery of strategic digital outcomes
- Service reliability and cybersecurity
- Financial sustainability
- Workforce capability
- Innovation and precinct collaboration

Key Selection Criteria

- Bachelor's degree (or higher) in Business, Healthcare Administration, Information Technology, Digital Health, or a related discipline, or equivalent experience.
- Extensive experience in leading and coordinating process improvement, operations, or digital transformation within healthcare or similarly regulated environments.
- Demonstrated capability to evaluate, assess, and advise on RPS, AI and intelligent automation tool and platforms.
- Sound understanding of healthcare operations, patient workflows, and regulatory requirements with the ability to apply this knowledge to service delivery and improvement.
- Demonstrated leadership in ICT or digital health through service coordination, subject matter expertise and delivery of complex transformation initiatives.
- Demonstrated ability to engage, influence, and collaborate with internal and external stakeholders, including senior leaders, to achieve enterprise outcomes.
- Ability to apply strategic and operational thinking in complex service environments to identify opportunities, manage risk and support organisational objectives.

Inherent Requirements

There are a number of critical work demands (inherent requirements) that are generic across all positions. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Occupational Health and Safety.

Physical Demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Occasional
Sitting – remaining in a seated position to complete tasks	Frequent
Standing- remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward / forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting / crouching – adopting these postures to complete tasks	Rare
Leg / foot movement to operate equipment	Not Applicable
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Rare
Lifting / carrying – light lifting and carrying less than 5 kilos	Frequent
– Moderate lifting and carrying 5–10 kilos	Rare
– Heavy lifting and carrying – 10–20 kilos.	Not Applicable
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Frequent
– moderate push / pull forces 10–20 kg	Rare
– heavy push / pull forces over 20 kg	Not Applicable
Reaching – arm fully extended forward or raised above shoulder	Not Applicable
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Not Applicable
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Prolonged/Constant
– Gripping, holding, twisting, clasping with fingers / hands	Prolonged/Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/Constant
Hearing – use of hearing is an integral part of work performance	Prolonged/Constant
Touch – use of touch is integral to most tasks completed each shift.	Prolonged/Constant
Psychosocial demands	Frequency
Observation skills – assessing / reviewing patients in /outpatients	Prolonged/Constant
Problem Solving issues associated with clinical and non-clinical care	Prolonged/Constant
Attention to Detail	Prolonged/Constant
Working with distressed people and families	Not Applicable
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare
Definitions used to quantify frequency of tasks / demands as above	
Prolonged / Constant	70–100 % of time in the position
Frequent	31–69 % of time in the position
Occasional	16–30% of time in the position
Rare	0–15% of time in the position
Not Applicable	

Employee Responsibilities and Accountabilities

- Be aware of and work in accordance with Hospital policies and procedures, as amended from time to time, including:
 - Code of Conduct
 - Confidentiality
 - Data Accountability Framework
 - Infection Control
 - Occupational Health and Safety
 - Patient Safety
 - Performance Development Management
 - Respectful Workplace Behaviours
 - Risk Management
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Our vision is a future free from violence in which healthy, respectful relationships are the norm. Expect all staff to contribute to a culture that promotes gender equity, respect and a safe working environment.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to Victorian women.
- Data integrity is an essential element of clinical and corporate governance and a key performance indicator. The management of data influences and directly affects patient care, patient decisions, and ultimately the quality and reputation of our service delivery.
- As a consequence all staff are responsible and accountable to ensure that (within their area of work):
 - Data recording and reporting, is timely, accurate (ie error free) and fit for purpose.
 - Data management system policies and control processes are complied with on all occasions.
 - Where data issues and/or problems become apparent these matters are immediately referred and reported to supervisors/managers.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details to undertake a national Police check.
- Expect staff to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
- Contributes to a positive and supportive learning culture and environment for health professional students and learners at all levels.

Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct

Declaration

I have read, understood and agree to abide by responsibilities and accountabilities outlined in this position description.

Employee Name:

Employee Signature:

Date:

Developed Date: January 2026
Developed by: Chief Digital Information Officer
Date of next Review: January 2027
