

POSITION DESCRIPTION	
Title	Systems 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, Compute & Storage
Accountable to	Manager, Datacentres & Cloud

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 than 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 Systems Engineer is responsible for delivering high-quality technical engineering, support, and maintenance of core compute, virtualisation, storage, and data centre systems that underpin clinical, research, and enterprise operations.

The role ensures the stability, performance, security, and lifecycle management of systems infrastructure across the Information & Research Platforms stream. It contributes to delivering resilient, scalable, and efficient platforms aligned with organisational standards and strategic technology direction.

This position reports to the lead and works collaboratively with cross-functional ICT teams, vendors, and stakeholders to support continuous improvement and reliable service delivery.

Key Responsibilities

Information & Research Platforms

- Deliver systems engineering and operational management across compute, storage, virtualisation, and data centre environments.
- Ensure high availability, security, and performance of systems supporting clinical, research, and enterprise applications.
- Lead and contribute technical expertise to the planning, implementation, and maintenance of infrastructure upgrades, patching, and deployments.
- Ensure infrastructure documentation, system configurations, and operational procedures are accurate, current, and fit for service-wide use.
- Ensure effective integration of compute and storage platforms with broader ICT systems and services.

Strategic Leadership

- Provide technical insights to guide infrastructure strategy, capacity planning, and lifecycle management.
- Evaluate and stay informed on emerging technologies relevant to compute, cloud, and on-premises infrastructure.
- Identify and recommend opportunities to enhance performance, efficiency, and resilience of systems platforms at a service-wide level.
- Lead and contribute to continuous improvement initiatives and long-term infrastructure platform roadmap development.

Operational Performance

- Monitor system performance, availability, and capacity, implementing optimisations where required.
- Lead technical resolution of complex incidents, problems, and service disruptions across compute and storage systems.
- Contribute and support specialist input to disaster recovery planning, backup operations, and business continuity processes.
- Ensure platform changes follow ICT change management and operational control procedures.
- Collaborate with technical teams to ensure cohesive, reliable, and secure service delivery.

People and Culture

- Share systems engineering expertise and contribute to technical capability uplift across all ICT teams.
- Contribute to a collaborative, accountable, and service-focused working environment.
- Participate in professional development, training, and mentoring as required.
- Demonstrate behaviours that reflect organisational values, safety commitments, and ICT excellence principles.
- 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

- Work closely with internal ICT teams, clinical and research staff, and external vendors to plan and deliver infrastructure services.
- Communicate technical information effectively to both technical and non-technical stakeholders.
- Participate in infrastructure-related project forums, delivering technical input and support.
- Build strong working relationships that facilitate effective collaboration and problem resolution.

Financial and Risk Management

- Contribute and support cost-effective management of compute, storage, and data centre resources.
- Contribute to monitoring vendor contracts, licensing, and operational expenditure.
- Ensure compliance with organisational security, privacy, and regulatory requirements.
- Identify, assess and mitigate risks associated with systems performance, capacity, security, and operational continuity.

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, manager 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