

POSITION DESCRIPTION

Title	Automation Engineer
Super Stream	Strategic Automation & Digital Experience
Department	Digital Innovation
Classification	AO7
Agreement	Health and Allied Services, Managers and Administrative Workers (HAMA) Enterprise Agreement 2025–2027
Reports to	Lead Automation
Accountable to	Manager, Automation & Improvement

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 Automation Engineer is responsible for designing, developing, and implementing automation solutions within the Strategic Automation & Digital Experience stream.

Reporting to the Lead, this role ensures that automation initiatives enhance operational efficiency, streamline processes, and improve service delivery across the organisation. The Automation Engineer works closely with business and technical teams to deliver reliable, scalable, and high-quality automation solutions that align with strategic objectives. This role combines solution development, post-deployment operations, and adherence to best practices, ensuring automation solutions are reliable, efficient, and well-documented.

This position also contributes to innovation, continuous improvement, and adoption of best practices in automation technologies, ensuring that digital initiatives achieve measurable outcomes and deliver organisational value.

Key Responsibilities**Strategic Automation & Digital Experience**

- Design, develop, and deploy end-to-end automation solutions to support business processes and digital transformation initiatives using UiPath, Power Platform, or other automation tools based on business requirements.
- Collaborate with stakeholders to identify automation opportunities and optimise workflows.
- Ensure automation solutions are aligned with strategic objectives, technical standards, and organisational priorities.
- Monitor, evaluate, and improve existing automation solutions to maximise efficiency and impact.

Strategic Leadership

- Provide technical expertise and guidance on automation best practices, tools, and frameworks.
- Contribute to the Strategic Automation & Digital Experience roadmap by identifying innovative automation opportunities.
- Contribute and support leadership in embedding automation capabilities and promoting a culture of digital innovation.
- Advise on emerging automation technologies and trends that can enhance organisational performance.

Operational Performance

- Oversee the end-to-end delivery of automation initiatives, ensuring solutions are delivered on time, within scope, and to quality standards.
- Maintain accurate documentation, reporting, and knowledge management for automation solutions.
- Identify operational challenges and implement solutions to optimise automation performance.
- Ensure compliance with governance, technical, security and regulatory standards in automation deployment.
- Support the design and architecture provided by the Lead Automation Engineer, following coding standards and enterprise RPA best practices.
- Update Solution Design Documents (SDDs) and other technical documentation to reflect changes or improvements.
- Conduct unit testing, assist in UAT, and support deployment of automation solutions.
- Operate and maintain bots post-deployment, monitor performance, troubleshoot issues, and ensure high availability.
- Implement RPA best practices, reusable components, and standards for consistent and maintainable automation development.
- Contribute to knowledge management, documentation, and lessons learned for the automation team.
- Continuously optimise automation workflows and operational processes for efficiency and scalability.

People and Culture

- Collaborate with colleagues to share knowledge, promote best practices, and support skill development in automation technologies.
- Foster a collaborative, innovative, and high-performing culture within the team.
- Support professional development, mentoring, and knowledge sharing initiatives.
- Encourage an inclusive environment that values diverse perspectives and encourages engagement.
- 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

- Build and maintain relationships with internal stakeholders, project teams, and technology partners to ensure successful automation outcomes.
- Engage with business units to understand requirements, communicate plans, and deliver effective solutions.
- Facilitate workshops, briefings, and technical consultations to support adoption and implementation.
- Act as a trusted advisor on automation solutions, ensuring alignment with program and organisational objectives.

Financial and Risk Management

- Contribute to budgeting, resource planning, and financial oversight for automation initiatives.
- Monitor expenditure and ensure alignment with approved budgets and organisational policies.
- Identify, assess, and mitigate risks associated with automation projects and technology implementations.
- Ensure compliance with governance, reporting, and risk management obligations across automation initiatives.

Key Relationships

Internal:	External:
Chief Digital Information Officer	Victorian Department of Health
Deputy CDIOs	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
Health and Business Intelligence Departments	
HIS Departments	

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 Computer Science, Information Technology, Digital Health, Engineering or a related discipline, or equivalent relevant experience.
- 2-5 years of experience in RPA development (UiPath) and Power Platform, including solution design and architecture.
- Experience in bot operations, monitoring, and post-deployment support.
- Familiarity with updating SDDs, process documentation, and implementing RPA best practices.
- Understanding of automation lifecycle, integration patterns, and troubleshooting techniques.
- Familiarity with version control, deployment processes, and environment management.
- Strong analytical, problem-solving, and communication skills.
- Expertise in digital platform management, data governance, research infrastructure, and adoption of emerging technologies such as AI and automation, highly regarded.
- High order ability to engage, influence, and collaborate effectively with diverse internal and external stakeholders.
- Demonstrated strategic and analytical thinking, planning, project management and problem solving capabilities within complex regulatory government and health service environments.
- UiPath RPA Developer Certification or equivalent, desirable.
- Experience with AI, ML, or cognitive automation technologies, desirable.
- Exposure to Power Automate, Power Apps, and Power BI, desirable.
- Strong knowledge of process improvement methodologies (Lean, Six Sigma), desirable.

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
