

POSITION DESCRIPTION

Title	Digital Support Officer
Super Stream	Strategic Automation & Digital Experience
Department	Digital Innovation
Classification	AO4
Agreement	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021-2025
Reports to	Lead, Consumer Engagement
Accountable to	Manager, Engagement & Change

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 more 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 Digital Support Officer is responsible for delivering efficient and high-quality first-line support to consumers, acting as the initial point of contact for inquiries, issues and service requests.

Reporting to the Lead, this role gathers and captures detailed case information for escalation to higher-level support teams, addresses recurring or top 10 issues and requests, provides education to consumers, and ensures support requests are resolved within agreed service levels (SLAs). By combining technical knowledge with clear communication, the Digital Support Officer enhances the user experience, reduces repeat issues, and contributes to the organisation's digital service excellence goals.

This position also helps embed a culture of digital literacy, user-centric support, and operational efficiency across the organisation.

Key Responsibilities

Strategic Automation & Digital Experience

- Act as a senior Level 0 support officer, providing direct high-quality first point of contact for consumer inquiries and issues across digital channels (e.g. phone, email, walk-in, ServiceNow portal or any defined service centre communication method.)
- Capture and record detailed case information, ensuring accuracy for escalation to Level 1+ support teams.
- Review tickets and requests to ensure accuracy, completeness and compliance with established standards and processes
- Address high-volume and recurring issues, leveraging knowledge management resources and self-service tools.
- Resolve service requests within agreed SLAs and organisational standards, escalating complex issues as required.
- Identify opportunities for process improvement and recommend enhancements to digital systems and workflows.
- Monitor performance and usage of digital tools to support adoption and efficiency.

Strategic Leadership

- Support the Strategic Automation & Digital Experience roadmap by ensuring operational readiness and system reliability.
- Provide guidance and support to consumers to improve understanding and use of digital tools and systems.
- Promote best practices in digital support and operational excellence.
- Contribute to a culture of continuous improvement and innovation within the digital stream.

Operational Performance

- Respond to and resolve technical issues, queries, and incidents related to digital tools and services.
- Maintain accurate records, documentation, and reporting for digital support activities.
- Identify operational challenges and implement solutions to optimise performance and reliability.
- Ensure compliance with organisational policies, standards, and technical governance.
- Assist with operational reporting to identify trends and uncover opportunities for enhancing service delivery and minimizing repeat incidents.

People and Culture

- Collaborate with colleagues to share knowledge and provide guidance on digital systems and processes.
- Support capability development and digital literacy initiatives within the team and wider organisation.
- Promote a collaborative, inclusive, and high-performing culture.
- Encourage engagement and knowledge sharing across teams to strengthen digital capability.
- 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 positive relationships with internal stakeholders, end-users, and project teams.
- Engage stakeholders to understand issues, provide support, and ensure solutions meet business needs.
- Facilitate briefings, workshops, and training sessions to support adoption and effective use of digital tools.
- Act as a point of contact for operational and technical support matters, ensuring alignment with program objectives.

Financial and Risk Management

- Contribute to resource planning and monitoring for digital support activities.
- Ensure support services are delivered cost-effectively and in line with organisational policies.
- Identify, assess, and mitigate risks related to system performance, operational issues, or user adoption.
- Ensure compliance with governance, reporting, and risk management obligations in digital operations.

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
End Users	

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

- Tertiary qualifications in Information Technology, Digital Health, or related disciplines, with relevant professional qualifications in management or project/program leadership.
- Experience working in a large, complex 24 by 7 Level 0 / Level 1 support or digital support environments.
- Broad knowledge and experience working with commonly used software and operating systems
- Experience of using integrated service desk, collaboration and communication tools.
- Practical IT skills, including good working knowledge of internet and digital information services.
- Demonstrate good listening techniques to gain a thorough understanding of consumer needs, interpreting requirements accurately to apply technical solutions and deliver a prompt and efficient service.
- Clear and effective communicator with the ability to explain technical concepts to non-technical users
- Analytical and detail-oriented, able to capture and document case information accurately
- Problem-solving mindset with the ability to resolve issues independently or escalate appropriately
- Familiarity with ITSM processes, knowledge management, or ITIL frameworks (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
