

POSITION DESCRIPTION

1. Role Summary

Position Title	Technical and Integration Lead
Project	Rostering Project
Department	Digital Innovation (DI) – Project Delivery and Transformation
Hiring Organisation	The Royal Women's Hospital
Reports to	Program Manager
Accountable to	Program Manager for project delivery and role-specific deliverables
Primary Location	The Royal Melbourne Hospital, 635 Elizabeth Street, Melbourne, VIC 3000
Work Arrangement	Hybrid arrangement, with attendance at project and implementation sites as required
Employment Type	Fixed-term, full-time appointment
Classification	Administrative Officer Grade 7 (AO7)

2. Organisation and Department Overview

The Royal Melbourne Hospital (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 a leader in neurosciences, nephrology, oncology, cardiology, and virtual health.

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

Hosted by RWH, DI supports 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 other health services.

3. Project Overview

The Rostering Project is a complex workforce transformation initiative focused on modernising rostering, scheduling, leave management, temporary staffing, and agency workforce management across all workforce cohorts and hospital sites within RMH. The project is led by Digital Innovation in close partnership with RMH business, workforce, payroll, operational, and enabling services.

The project is implementing the RLDatix rostering platform, including Optima as the core workforce management and rostering solution, Loop as the end-user rostering and self-service interface, and BankStaff for vacancy management and agency workforce management.

Delivery follows a phased roadmap spanning initiation, analysis and design, build and configuration, progressive testing and validation, verification and parallel pay testing, staggered deployment, hypercare,

transition, and optimisation. Delivery is organised through four integrated project streams - Control, Technology, System, and Adoption - with testing, assurance, and readiness treated as lifecycle disciplines that commence during analysis and build rather than only at formal deployment.

The rostering suite will integrate with key organisational platforms, including Payroll (SAP ECP), HRIS (SAP SuccessFactors EC), EMR (Epic), health information systems, business intelligence platforms (Power BI), biometric and time capture solutions, test automation platforms (UiPath), and other enterprise applications, where in scope.

The project requires disciplined cross-functional collaboration to deliver safe, compliant, payroll-ready, technically reliable, operationally practical, and sustainable outcomes. Controlled cross-health-service collaboration may also be required where system configuration, technical integration, payroll, testing, deployment, or transition dependencies intersect with other health services. Such collaboration is undertaken through agreed governance, scope, priorities, decision rights, and resource arrangements and does not alter accountability for RMH project outcomes.

4. Position Overview – Technical and Integration Lead

The Technical and Integration Lead leads the Technology Stream and is responsible for the technology, architecture, environments, integrations, identity and access, security, and technical data migration required to design, build, test, deploy, transition, and support the RMH rostering solution.

The role owns the coordinated technical and integration approach, including technical discovery, architecture and data-flow views, interface design, source systems, reference and master data, extraction and transformation, technical migration cycles, data quality and reconciliation, environments, connectivity, access, cybersecurity, technical testing, cutover, and technical support readiness.

As Technology Stream Lead, the role provides functional leadership to the Business Analyst and Reporting and Analytics Developer while preserving their specialist accountabilities. It works closely with the System Lead, Project Lead, vendors, integration partners, platform owners, enterprise architecture, cybersecurity, HRIS, payroll, EMR, identity, Service Desk, and RMH data and technical stakeholders.

Success in this role requires advanced integration and data-migration capability, practical knowledge of APIs, SQL, ETL, source-to-target mapping, reconciliation, identity and access, security, environment management, vendor coordination, stream leadership, and the ability to deliver secure, reliable, supportable, and data-quality-assured outcomes.

5. Role Key Accountabilities and Responsibilities

5.1. Delivery, Outputs, and Outcomes: Accountable for leading technical, integration, environment, access, security, and technical data migration delivery to produce a secure, reliable, validated, and supportable rostering solution.

- Lead technical, integration, source-system, data, environment, security, identity and access, connectivity, support-model, cutover, and transition discovery and delivery activities.
- Develop and maintain the master Technology Stream plan, technical and integration plan, interface catalogue, architecture and data-flow views, source-system register, technical dependency register, and associated specifications.
- Own the data migration strategy and plan, including extraction, profiling, cleansing, mapping, transformation, migration cycles, load preparation, reconciliation, validation, defect resolution, cutover, and handover.
- Coordinate design, build, testing, deployment, monitoring, and support of interfaces between RLDatix and payroll, HRIS, EMR, identity, reporting, time-capture, vacancy, and other in-scope enterprise platforms.

- Ensure approved, cleansed, mapped, reconciled, and validated technical and enterprise data is available when required for integrations, testing, reporting, deployment, operations, and support, while roster-unit and operational transcription activities remain with the System Stream.

5.2. Planning, Governance, and Controls: Accountable for maintaining the technical plans, artefacts, controls, traceability, standards, dependencies, decisions, and resources required for coordinated and auditable delivery.

- Develop and maintain the integration plan, migration plan, interface catalogue, source and reference-data registers, data dictionary, mapping schedule, transformation specifications, runbooks, and environment-readiness plan.
- Maintain traceability between business requirements, source systems, data fields, transformation logic, target configuration, interfaces, reporting feeds, test coverage, reconciliation evidence, readiness criteria, and transition activities.
- Coordinate architecture, cybersecurity, privacy, data-governance, platform, environment, access, release, and support approvals and evidence through agreed governance pathways.
- Align technical, integration, migration, environment, access, security, technical-test, cutover, vendor, reporting, and support activities with the Project Master Schedule, Project Lead test plans, System Stream dependencies, and Adoption milestones.
- Identify and escalate technical scope, integration complexity, data volume or quality, platform constraints, vendor dependencies, resource needs, upgrade impacts, and decisions affecting cost, schedule, or readiness.

5.3. Engagement, Coordination, and Reporting: Accountable for coordinating technical stakeholders, vendors, platform owners, and data owners and maintaining clear, timely, and decision-ready visibility of progress, dependencies, defects, and risks.

- Coordinate RLDatix, integration partners, platform and system owners, enterprise architecture, cybersecurity, identity, network, HRIS, payroll, EMR, BI, data, Service Desk, and operational stakeholders.
- Lead technical, integration, source-data, mapping, migration, environment, access, security, support, and cutover workshops and decision forums.
- Provide status reporting on interfaces, environments, access, data readiness, migration cycles, defects, technical dependencies, vendor actions, security, and support readiness.
- Work closely with the Business Analyst, Reporting and Analytics Developer, System Lead, Project Lead, domain leads, and vendors to align business requirements and system needs with technical delivery.
- Escalate unresolved architecture decisions, interface risks, data ownership or quality gaps, mapping defects, access or security constraints, vendor delays, and support dependencies with clear impacts and recommendations.

5.4. Quality, Risk, and Assurance: Accountable for ensuring technical designs, interfaces, data migration, access, security, environments, evidence, and support arrangements are complete, compliant, validated, traceable, and fit for purpose.

- Establish and apply technical, integration, data-quality, reconciliation, security, access, documentation, version-control, and evidence standards.
- Validate interface specifications, source-to-target mappings, transformation rules, data-quality controls, architecture views, access models, environment readiness, and migration results.
- Coordinate technical and integration defect analysis, root-cause investigation, correction, retesting, reconciliation, regression assessment, and closure with the Project Lead, System Lead, vendors, and system owners.

- Ensure privacy, cybersecurity, identity, access, architecture, data-governance, change-control, release, and operational-support requirements are addressed and evidenced.
- Provide technical, integration, migration, security, data-readiness, and residual-risk inputs to assurance reviews, test gates, deployment decisions, audits, and operational acceptance.

5.5. Readiness, Transition, and Capability: Accountable for ensuring technical cutover, environment, access, data, integration, monitoring, support, ownership, and knowledge-transfer arrangements are ready for implementation and sustainable operation.

- Own technical-readiness criteria and coordinate migration mock loads, interface deployment, cutover rehearsals, environment validation, access provisioning, production readiness, rollback planning, and technical go-live activities.
- Ensure monitoring, alerting, support procedures, service ownership, escalation pathways, known issues, technical documentation, and vendor support arrangements are established for hypercare and BAU.
- Provide technical support during testing, deployment, go-live, hypercare, incident triage, data reconciliation, interface monitoring, and stabilisation.
- Transfer architecture, interface, mapping, migration, access, support, configuration, defect, decision, and operational knowledge to appropriate technical, data, and service owners.
- Promote secure-by-design, data-quality-by-design, standardisation, reusability, supportability, lessons learned, reduced rework, and continuous technical improvement.

6. Role Key Relationships

- **Executive, Governance, and Enabling Services**

RMH Executive Sponsor and Project Sponsors; relevant RMH executive directors and business owners; Digital Innovation leadership; project governance and assurance forums; and relevant finance, procurement, People and Culture, legal, privacy, cybersecurity, enterprise architecture, service management, risk, and audit representatives.

- **Project Leadership and Delivery Team**

Program Manager; Change Manager; Project Manager; Project Lead; Project Coordinator; Business Analyst; Reporting and Analytics Developer; System Lead; Rostering Lead; Payroll Specialist; Industrial Relations Specialist; Change and Communications Lead; Training and Documentation Lead; Rostering Implementation Officers.

- **Business, Operational, and Workforce Stakeholders**

Clinical, medical, nursing, allied health, administrative, workforce, rostering, payroll, finance, People and Culture, operational, reporting, digital, Service Desk, and support stakeholders; managers, roster managers, approvers, subject matter experts, users, employee representatives, and future business, system, process, data, reporting, and support owners.

- **Vendors, Service Providers, and Cross-Health-Service Collaborators**

RLDatix project, product, implementation, configuration, technical, testing, reporting, training, support, and escalation teams; integration, automation, implementation, and managed-service partners; shared service providers; and counterpart project or domain teams from other health services where agreed cross-health-service dependencies require coordination.

- **Government, Sector, and External Assurance Stakeholders**

Victorian Department of Health; whole-of-government and sector representatives; regulatory, workforce, employee, and industrial bodies; unions; external consultants and advisers; auditors and assurance providers; and specialist professional services, as required.

7. Role Key Selection Criteria

Essential

- Demonstrated experience leading technical, integration, and data-migration delivery for complex enterprise systems, digital health, workforce management, rostering, HRIS, payroll, ERP, or EMR implementations.
- Demonstrated experience developing and executing data-migration strategies across multiple cycles, including extraction, profiling, cleansing, mapping, transformation, loading, reconciliation, validation, defect management, cutover, and handover.
- Demonstrated experience designing and governing integrations using APIs, web services, REST or SOAP, files, batch or real-time interfaces, middleware, SQL, ETL, monitoring, and reconciliation.
- Demonstrated experience managing reference, master, configuration, and transactional data, including source-of-truth decisions, data dictionaries, source-to-target mappings, transformation rules, and data-quality controls.
- Demonstrated understanding of identity and access management, Active Directory or Microsoft Entra ID, SSO, MFA, role-based access, provisioning, authentication, authorisation, and access readiness.
- Demonstrated understanding of cybersecurity, privacy, secure-by-design principles, architecture and data governance, environment readiness, release and change control, and operational support.
- Demonstrated ability to coordinate vendors, integration partners, platform owners, system administrators, technical and data SMEs, and business stakeholders through design, testing, deployment, and transition.
- Highly developed technical analysis, documentation, workshop facilitation, vendor coordination, problem-solving, risk assessment, communication, and relationship-management skills.

Desirable

- Relevant tertiary qualification in information technology, computer science, software engineering, data engineering, systems integration, enterprise architecture, cybersecurity, health informatics, or a related discipline, or equivalent demonstrated experience.
- Relevant architecture, cloud, integration, data, cybersecurity, project-management, or IT service-management certification.
- Experience working within Victorian public health or a similarly complex public-sector healthcare environment.
- Experience with SAP ECP, SAP SuccessFactors, Epic, SQL Server, Azure, Power BI, RLDatix Optima, Loop, BankStaff, DataHub/API services, or comparable enterprise platforms.

8. Role Key Measures of Success

Performance and success in this role will be assessed based on the following outcomes and measures:

- Technical, integration, migration, environment, access, security, and support requirements and designs are clear, complete, approved, and traceable.
- The technical and integration plan, migration strategy, interface catalogue, registers, mappings, data dictionary, runbooks, architecture views, and readiness artefacts are maintained effectively.
- Reference, master, configuration, and migration data is collected, cleansed, mapped, reconciled, validated, and available when required.
- Interfaces, environments, connectivity, identity, access, security, monitoring, and technical support arrangements are delivered and validated in line with agreed milestones.
- Business requirements, source data, configuration, integrations, reporting feeds, testing, deployment, and support arrangements remain aligned.

- Technical risks, data-quality gaps, migration and interface defects, security concerns, access issues, vendor delays, and dependency impacts are identified and escalated promptly.
- Migration cycles, integration testing, end-to-end testing, cutover rehearsal, production deployment, reconciliation, hypercare, and transition are technically ready and supported.
- Technical, data, integration, validation, decision, support, and handover artefacts provide sufficient assurance, auditability, continuity, and operational usability.
- The role contributes to a secure, reliable, scalable, supportable, data-quality-assured implementation with effective knowledge transfer and reduced avoidable rework.

9. Role 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	

10. Employee Accountabilities and Responsibilities

- 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 (i.e. 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.

11. Employee Statutory Responsibilities

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

12. Vaccination requirements

- As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

13. Declaration

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

Applicant/Employee Name:

Applicant/Employee Signature:

Date: