



POSITION DESCRIPTION

Directorate: Digital Canberra

Position Number: P60775

Division: Digital Health Group

Classification: SITOC

Business Unit: Application Support

Location: 2-6 Bowes St, Phillip ACT

Position Title: Assistant Director – Analyst and Administrator

Last Reviewed: 03/07/2026

Note: The position requires the successful applicant to be an Australian citizen and possess, or acquire and maintain a security clearance at the [I Negative Vetting 1 (NV1)] level as an eligibility qualification for the position. If screening is not successful, your employment will not commence or, if already commenced, your employment will be reassessed.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related [signature behaviours](#).

DIRECTORATE OVERVIEW

Digital Canberra leads the ACT Government's technology, digital, data, and cyber security services. We strive to improve the lives of Canberrans through delivering and supporting digital government services that are easy to access, save time, and are safe to use. We achieve this while also looking to the future – making technology investment decisions that will transform Canberra into a genuinely connected city.

Digital Canberra leads the implementation of the [ACT Digital Strategy](#) and [ACT Digital Health Strategy](#), manages ICT infrastructure for our hospitals, schools, and public service, and represents the ACT at national digital, data, and cyber security forums.

Digital Canberra has a diverse workforce across many functions and sites. We have an inclusive culture and we ensure our people are respected, valued, and involved.

DIVISION OVERVIEW

Digital Health Group provides high-level leadership, management and strategic advice in relation to technology capabilities across the ACT public health system.

We are responsible for:

- implementation and support of the [Digital Health Strategy](#)

- management of technology services and projects
- management of the relationship and services delivery by technology vendors
- development, implementation and maintenance of technology policies and procedures
- information management
- protective security.

BUSINESS UNIT OVERVIEW

Application Support

The Applications Support Branch has carriage of supporting the Digital Health Record (DHR) and all ancillary systems to assist in the delivery of ACT public health services. Application Support is responsible for ensuring applications are maintained and meeting the needs of ACT's health services. The team is comprised of people with diverse backgrounds including clinicians, systems support, administration, and application support staff who will all work together to deliver these important outcomes to the ACT.

The Technology Operations Branch is responsible for the delivery and operation of technology services to Canberra Health Services and Health and Community Services Directorate, our patients, stakeholders, and partners. We are also together with outsourced service providers responsible for managing, the Health Enclave which hosts digital health systems in the ACT. Our services cater to all types of health-related technology including patient monitoring equipment, clinical business applications and critical communications and infrastructure.

POSITION OVERVIEW

The Assistant Director, Analyst and Administrator will be responsible for guiding workflow design, configuring workflows in the Digital Health Record and ancillary systems, testing the configuration and supporting end-users.

WHAT YOU WILL DO

Under the direction of the Director, the Assistant Director, Analyst and Administrator will be responsible for:

- Developing an understanding of the operational needs of the relevant area through engaging and working with key stakeholders.
- Guiding workflow design in collaboration with end users.
- Preparing requirement models, business requirement specifications and system design documents for the designated workstream.
- Building workflows in the Digital Health Record and ancillary systems.
- Working with other analysts to ensure that the configuration of the system considers the holistic impact of changes.
- Testing configuration built into the Digital Health Record and ancillary systems.

- Managing requirements traceability through to use cases and test planning activities in conjunction with the Director, Test Management.
- Identifying issues that arise in the designated workstream as well as issues that impact other workstreams and work collaboratively with the other divisional resources to resolve them.
- Acting as a point of contact for stakeholders relevant to the focus area of the analyst.
- Identifying and implementing requested changes to the Digital Health Record and ancillary systems, in alignment with change control processes.
- Communicating with team members to discuss the status of deliverables, shared issues, end-user concerns, budget and upcoming milestones.
- Leading a small team of other analysts as required.
- Working with Trainers to ensure that end-users are prepared to utilise the Digital Health Record and ancillary systems including through participating in training and working with end users.
- Ensuring work is performed to a high standard and in accordance with established timelines.
- Documenting and reviewing the status of tasks and issues on an ongoing basis including participating in meetings and preparing documentation for ongoing governance committees.
- Undertaking other duties appropriate to this level of classification that contribute to the Directorate.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Well-developed skills in liaising with a wide range of stakeholders including clinicians, executive, administration staff and consumers to successfully support systems required to deliver the public health services in the ACT.
2. Experience in the use and/or management of Information and Communications Technology, preferably in the healthcare domain.
3. A strong understanding of clinical and administrative workflows in the healthcare setting.
4. Well- developed problem-solving skills with the ability to provide recommendations to address complex workplace issues.

Behavioural Capabilities

1. Well-developed skills to work in difficult situations, overcome obstacles and reach high levels of performance when faced with stressful work situations and time pressures.
2. Demonstrated commitment to Work, Health and Safety (WH&S) and displays behaviours that are consistent with ACT Health's values of Respect, Collaboration, Integrity and Innovation.

Compliance Requirements/Qualifications

1. Prior to commencement, the successful candidate will be required to undergo a pre-employment National Police Check.
2. This role requires you to obtain and maintain an Australian Government NV1 security clearance, which will be sponsored by the ACT Health Directorate. In order to be eligible for an NV1 security clearance, you must be an Australian citizen. If you are not successful in obtaining a Security clearance, your employment in the role will not commence. If already commenced, your employment will be terminated.
3. Aptitude to perform the role, as measured by the Epic aptitude test or achieved Epic certification (no written response necessary – a list of Epic certifications should be provided, or an aptitude test will be undertaken by shortlisted applicants that are not Epic certified as part of the selection process).
4. It is a requirement that this position obtain a vendor accreditation with Epic. Costs for the vendor accreditation including training and testing to achieve such accreditation will be supported by ACT Health.
5. This role will have a requirement to be on call to support the 24 x 7 DHR and ancillary systems.