



**ACT**  
Government

**ACT Health**



# Candidate Information Pack

Executive Branch  
Manager, Technology  
Operations

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# Organisation Overview



## Directorate

The ACT Health Directorate (ACTHD) is responsible for strategic direction and leadership of the ACT health system. ACTHD provides a strong policy and population health capability based on a foundation of world-leading health and medical research.

ACT Health Directorate develops strategies and sets the direction to ensure that services meet community needs and expectations, deliver improved health outcomes, and that the health system is innovative, effective, and sustainable now and in the future

## Division

The Digital Solutions Division is led by the Chief Information Officer (CIO) who provides high-level leadership, management and strategic advice in relation to technology services and capabilities across the ACT public health system. The Digital Solutions Division is responsible for:

- the implementation and support of the Digital Health Strategy
- management of technology services and projects, including working collaboratively with Canberra Health Services including North Canberra Hospital on the implementation and optimisation of a Digital Health Record across the public health system
- supporting the ACT Health Chief Data Officer with the provision of data for statutory and intergovernmental reporting requirements
- management of the relationship and services delivery by technology vendors including Shared Services ICT
- development, implementation and maintenance of technology policies and procedures
- information management, protective and information security.



## Branch and Position Overview

The Technology Operations Branch is responsible for the delivery of technology services (including devices, computers, infrastructure and applications) across the ACT Public Health System.

The Branch is responsible for all technology operational matters across the Directorate and works closely with partners, technology vendors and subject matter experts to deliver high quality technology services on a 24/7 basis to support the operations of the ACT Public Health System.

The Technology portfolio encompasses all manner of technology from equipment that monitors and treats patients in real-time through to clinical business applications, critical communications and infrastructure to standard end-user equipment and services such as telephony and standard administrative computing applications and hardware.

### **Position**

Reporting directly to the Chief Information Officer, the Executive Branch Manager, Technology Operations plays a critical leadership role across ACT Health, contributing to the overall success of the Directorate by effectively managing the technology service delivery by ACT Health. The Executive Branch Manager is responsible for highly effective engagement with our clinical and administrative colleagues across the ACT Public Health System and the broader ACT Public Service to ensure the successful delivery of mission critical technology solutions on a 24/7 basis.

The successful applicant will model our values of respect, integrity, collaboration and innovation.

It is expected that the Executive Branch Manager, Technology Operations will have a unique understanding of the responsibilities and accountabilities of this role being able to work collaboratively across a range of areas. The incumbent will provide outstanding leadership, communicate professionally and work with flexibility, efficiency, and diplomacy both individually and as part of a complex team effort.

# What you will do

The Executive Branch Manager Technology Operations is responsible for:

- Leading a program of work focussed on strategic improvement across ACT Health through the innovative use of technology to transform service delivery. The role is directly responsible for the successful delivery of all existing technology capability across the Directorate.
- Leadership, guidance and management of the staff, contractors, vendors and consultants in the Technology Operations Branch to ensure the effective, efficient and timely delivery of services.
- The engagement and management of our DDTS and NTT delivery partners including responsibility for the relationship management, cost containment and service delivery aspects.
- Driving the development and implementation of a vendor management framework including the coordination and direction of all technology vendor engagement, management and performance.
- The strategic, operational and tactical management of all technology systems across the Directorate, ensuring the provision of highly available services in a secure, effective and efficient manner.
- The provision of high level strategic and operational advice to the Senior Executive in relation to operational technology matters.
- Leading, championing and driving effective change management in a fast-paced and challenging 24/7 clinical environment
- Development, implementation and maintenance of effective and efficient controls for the governance of change control function including the integration of such processes into the Whole of Government DDTS processes and the change control processes operated by the health services.
- Management of all aspects of end-user support, engagement and contact centre functions.
- Developing and maintaining strategic partnerships across the Directorate, ACT Public Service and broader technology community including representing the Directorate at internal and external committees and events.

# What you require

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

## 1. Leads and values people

### Relevant capabilities:

- Motivates and develops people
- Values diversity and respects individuals
- Builds a culture of improving practice

## 2. Shapes strategic thinking

### Relevant capabilities:

- Inspires a sense of purpose and direction
- Encourages innovation and engages with risk
- Thinks broadly and develops solutions

## 3. Achieves results with integrity

### Relevant capabilities:

- Develops organisational capability to deliver results
- Manages resources wisely and with probity
- Progresses evidence-based policies and procedures

- Shows sound judgement, is responsive and ethical

## 4. Fosters collaboration

### Relevant capabilities:

- Listens and communicates with influence
- Engages effectively across government
- Builds and maintains key relationships

## 5. Exemplifies citizen, community and service focus

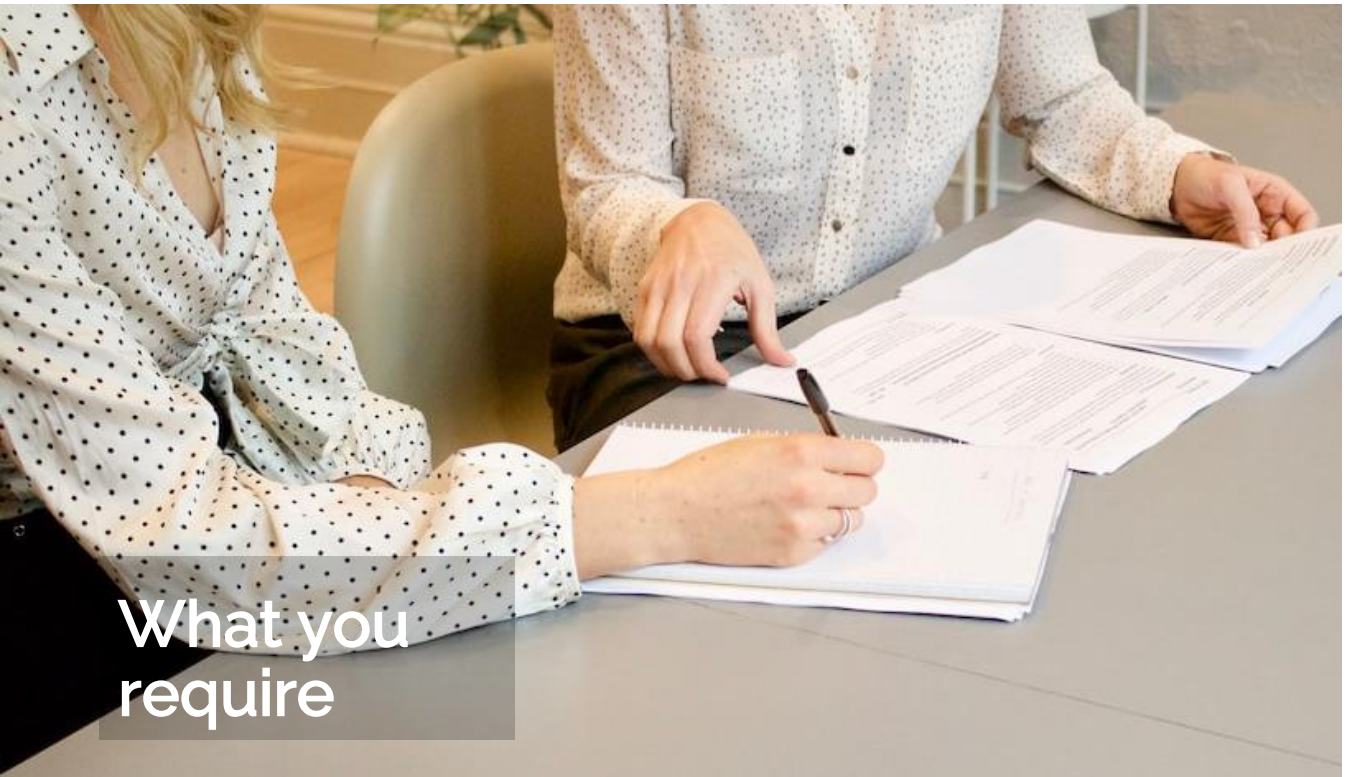
### Relevant capabilities:

- Understands, anticipates and evaluates client needs
- Creates partnerships and co-operation
- Works to improve outcomes

Executive Capabilities are a way of describing the behaviours that characterise successful ACT Public Service executives and the values and personal attributes that support these behaviours. They also provide an integrated and consistent means of assisting executives to identify developmental needs and achieve significant and measurable growth in areas such as leadership, strategic vision and effective management.

**Information on Executive Capabilities for the ACTPS is available at:**

<https://www.cmtedd.act.gov.au/employment-framework/performance-framework/actps-shared-capability>



## What you require

### **Highly Desirable**

1. Excellent interpersonal, communication (oral and written), liaison, negotiation, and representational skills, in working with a range of internal and external stakeholders.
2. A strong understanding of data analysis and governance.
3. Demonstrated ability to think strategically, analyse policy and make sound judgments in a sensitive and complex area to produce quality advice.
4. Demonstrated high organisational and project skills and ability to oversee and guide a range of complex initiatives that meet tight timeframes with a high degree of independence.

### **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. To obtain this, 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 you have already commenced, your employment will be terminated.



# Application Instructions



To apply, please visit **fisherleadership.com** and click on 'APPLY ONLINE' using reference ACGebm0723 and address your cover letter and resume to Dani White of Fisher Leadership.

Your application should include:

1. A brief covering letter clearly quoting ACGebm0723
2. A complete and current CV.
3. A statement detailing your experience relevant to the position and in line with the position requirements and Executive Capabilities outlined above, citing evidence to support your claims.

Please ensure that you receive an email acknowledgement confirming receipt of your application.

The closing date for applications is **4 August 2023**

The ACT Public Service supports workforce diversity and is committed to creating an inclusive workplace. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability, culturally diverse people and those who identify as LGBTIQ are encouraged to apply.

**Please direct enquiries to Dani White on 1300 347 437.**

For more information on the organisation visit:

<https://www.health.act.gov.au/>

For information on working and living in the ACT visit:

<https://www.jobs.act.gov.au/work-with-us>

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*"Your value will be not what you know, it will be what you share."*

– Ginni Romitty, CEO IBM –

[fisherleadership.com](https://fisherleadership.com)