



# Position Description

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<b>Position Title</b>	Systems Administrator
<b>Division / Team</b>	Corporate Services
<b>Reports to</b>	Senior Manager – System, Data & Projects
<b>Agreement / Award</b>	Health & Allied Services, Managers and Administrative Officers (Victorian Stand-Alone Community Health Services Multiple Employer) Enterprise Agreement 2022-2026
<b>Classification</b>	Grade 4
<b>EFT / Term</b>	As per contract of employment
<b>Work Location</b>	As per contract of employment
<b>Date Approved</b>	April 2026

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**About Ballarat Community Health** Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.

**Our Purpose** Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

**Our Leading Principles** Address health inequity and inequality  
 Improve the health and wellbeing of our community  
 Have impact and be sustainable

<b>Values</b>	<b>Respect</b> Valuing other points of view and treating people with respect	<b>Integrity</b> Acting with sincerity and honesty	<b>Courage</b> Strength in the face of challenges
	<b>Resilience</b> The ability to be strong in adversity, and bounce back with renewed hope	<b>Responsibility</b> Being reliable and accountable to others	<b>Optimism</b> Focusing on potential and abilities

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**Diversity Statement** Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.

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**Position Summary** The Systems Administrator is responsible for maintaining, supporting and enhancing BCH business applications. The role includes the day to day management of systems including

upgrades, providing support to stakeholders, maintaining documentation and working with vendors to escalate support issues as required.

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**Principal Areas of Responsibility**

- Work with the external outsourced ICT provider to triage and respond to service requests and incidents in a timely manner
  - Build and maintain strong relationships with external application vendors and escalate issues that cannot be resolved internally
  - Work with internal stakeholders to adhere to best practices and maintain application documentation
  - Participate in user acceptance testing across all application environments, including the design, development and maintenance of appropriate test scripts
  - Work with the data and projects team to ensure necessary data is accessible from application systems and support the transition of new applications to BAU on completion of implementation
  - Proactively identify, troubleshoot and resolve user, process, application, integration and data integrity issues
  - Maintain and monitor business applications including integrations
  - Comply with all relevant workplace policies and procedures
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**Scope**

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
  - Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
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**Organisational Responsibilities**

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
  - Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
  - Establish and maintain cooperative working relationships with staff and always ensure alignment with the BCH values
  - Work within professional boundaries and relevant scope of practise at all times
  - Maintain relevant professional registration
  - Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
  - Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
  - Participate in compulsory BCH training programs
  - Ensure that client and staff confidentiality is respected and upheld at all times
  - Attend and actively participate in meetings as required
  - Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
  - Participate in performance development plans and supervision
  - Participate in the organisation's continuous quality improvement programs and activities
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**Qualification requirements**

- A tertiary qualification in a relevant field including but not limited to data/computer science, statistics, mathematics, management, business, accounting, information systems, information management or other relevant discipline
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**Key Selection Criteria****1. Experience:**

- A minimum of 3 years of relevant experience
- A high level of expertise and experience in the administration of a variety of systems
- An understanding and experience in integrating systems, ideally using Microsoft tools and SQL
- An understanding of regulations, policies, guidelines and standards relating to health information management, privacy, ethics and quality
- Experience working at a high-level of autonomy

**2. Interpersonal Skills:**

- Proven ability to provide excellent service to client, staff, and general community members
- Effective oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff

**3. Written Communication:**

- Strong written communication and report writing skills

**4. Computer Skills:**

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems
- Experience with Best Practice, Global Health applications, Sage, My Aged Care may be an advantage
- Experience with SQL preferred

**5. Organisational Skills:**

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Proven ability to use initiative to solve problems
- High attention to detail

**6. Alignment with BCH values:**

- Ability to align with the BCH values in all areas of work

**Conditions of Employment and other relevant information**

- The successful applicant will be required to maintain a current driver's licence.
- BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
- The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
- The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
- Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
- BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.