



WAIRARAPA DISTRICT HEALTH BOARD

Terms & Conditions

SYSTEMS ANALYST

3DHB ICT

VACANCY REF # 4374404

GENERAL

Applications are invited for the above position which will be based at Wairarapa DHB, Te Ore Ore Road, Masterton. Wairarapa District Health Board employs approximately 650 staff and manages \$135 million of Health Services funding.

AGREEMENT COVERAGE

An individual employment agreement will be negotiated with the successful applicant.

SALARY

Commencing salary will be negotiated, based on the appointee's knowledge, skills and qualifications. All salary and allowance payments will be made by direct credit to the bank account of the appointee's choice.

JOB DESCRIPTION

As attached.

HOURS OF WORK

This is a permanent full time position, working 80 hours per fortnight, Monday to Friday.

LEAVE

Annual leave, sick leave and other leave entitlements are in accordance with the Individual or Collective Employment Agreement, the Holidays Act 2003 and Wairarapa District Health Boards Leave Policy. Annual leave does not become due until one years' service has been completed. Accumulation of annual leave may not exceed two years entitlement without the prior approval of the Chief Executive.

NATURE AND TENURE OF APPOINTMENT

This appointment is governed by the conditions contained in this schedule, Wairarapa District Health Boards policies and appropriate legislation. Acceptance of this position will be deemed to imply acceptance of all the various terms and conditions listed.

This appointment is permanent but may be terminated by 4 weeks' notice in writing by either party. In the event of the appointee being guilty of conduct unbecoming to the

position; or unable to discharge their duties; or wilfully neglecting to observe the terms of the agreement the appointment may be summarily terminated forthwith.

ALTERATIONS

The Chief Executive reserves the right to negotiate changes to the conditions of appointment and job description as set out as circumstances may require.

SMOKEFREE POLICY

The appointee must observe Wairarapa District Health Board's policy on no smoking on the Wairarapa District Health Board's premises and in their vehicles.

TREATY OF WAITANGI

The appointee will be expected to incorporate the principles of the Treaty of Waitangi in their working practices.

EQUAL EMPLOYMENT OPPORTUNITIES

Wairarapa District Health Board practices an equal employment opportunities programme.

MEDICAL EXAMINATION

The appointee may be required to undertake a medical examination, the appointment being dependent on a favourable report.

POLICE CHECK

The appointee will be required to complete a Request for Criminal Conviction History. The Wairarapa District Health Board reserves the right to withdraw any offer to the appointee, or if the appointee has commenced work terminate employment, if any adverse information arises out of this check.

APPLICATIONS

To apply for this role, please visit www.wairarapadhbjobs.co.nz where you can also obtain a copy of the job description for this role.

Referees reports obtained or provided are subject to Section 27(1) of the Official Information Act 1982 and Section 29(1)(b) of the Privacy Act 1993 and shall not be released or their contents disclosed to the applicant or to any person not directly involved in Wairarapa District Health Board's appointment and review procedures.

CLOSING DATE: 4pm, Monday 8th October 2018

For more information please contact Debbie Hendl, Interim 3DHB Manager, Systems Analysts on (04) 806 2236.



Role Description

Position:	3DHB ICT Systems Analyst
Reporting Line to:	3DHB Manager Systems Analysts
Location:	The primary base will be Wairarapa DHB. As this role supports 3DHBs, travel to each site within the sub-region will be on an as required basis.

Organisational Context

The Vision, Mission statements and Values of the 3 DHBs are highly congruent:

Wairarapa DHB Vision:	"Well Wairarapa - Better health for all"
Hutt Valley DHB Vision:	Whanau Ora ki te Awakairangi Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.
Capital & Coast DHB Vision:	Better Health and Independence for People, Families and Communities.

Wairarapa DHB Mission:	To improve, promote, and protect the health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices.
Hutt Valley DHB Mission:	Working together for health and wellbeing Our mission demonstrates the Hutt Valley DHB's commitment to a cooperative way of working. This includes staff working cooperatively, working in collaboration with the people and organisations we fund, working with organisations from other sectors and working within our community.
Capital & Coast DHB Mission:	Together, Improve the Health and Independence of the People of the District.

Wairarapa DHB Values:	Respect – whakamana tangata; integrity – mana tu; self-determination – rangatiratanga; co-operation – whakawhanaungatanga; and excellence – taumatatanga.
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Hutt Valley DHB Values:	'Can do' – leading, innovating and acting courageously; Working together with passion, energy and commitment; Trust through openness, honesty respect and integrity; Striving for excellence.
Capital & Coast DHB Values:	Innovation, Action, A focus on People and Patients, Living the Treaty, Professionalism through Leadership, Honesty, Integrity and Collaboration, Excellence through Effectiveness and Efficiency.

Context

Wairarapa DHB

Wairarapa District Health Board (Wairarapa DHB) is a hospital and health provider located 1.5 hours north of Wellington and Hutt Valley. It covers a large mainly rural geographic area from Cape Palliser on the south coast, to Mount Bruce in the north. Secondary hospital services are provided from the new 90 bed Wairarapa Hospital (2006) in Masterton, serving a population of around 40,000. Wairarapa DHB has a unique relationship with primary and community services to meet the needs of their population.

Collectively, joint services provided across the three DHBs are referred to as 3DHB in this role description.

Hutt Valley DHB

The Hutt Valley District Health Board (HVDHB) is a hospital and health provider in the Hutt Valley, located 20 minutes from Wellington.

Hutt Valley DHB provides secondary and tertiary, medical and surgical hospital services along-side community based health care. The main facility is Hutt Hospital in Lower Hutt, which has 260 beds and Hutt Valley DHB funds local health providers and works collaboratively with the community to create and support multiple health education initiatives and projects within the region.

Capital & Coast DHB

The Capital & Coast District Health Board (CCDHB) covers a region extending from Wellington to Otaki. It comprises delivery arms in primary, secondary and tertiary health. Hospital and Health Services (HHS) is primarily responsible for the hospital and health services delivered via a new Wellington Regional Hospital; a secondary and community facility at Kenepuru; a Forensic, Rehabilitation and Intellectual Disability Hospital at Ratonga Rua-o- Porirua; and Kapiti Community Hospital, as well as a number of community based mental health and renal services within the sub region. The total operating budget for the provider arm is approximately \$570M.

Directorate Perspective

3DHB Corporate Group provides corporate support services across the 3 DHB's, Wairarapa, Hutt Valley and Capital and Coast district health boards. It includes finance, HR information management systems including payroll services, information communication technology (3DHB ICT), procurement and supply chain/logistical services and 3DHB facilities and engineering management services.

3DHB Corporate Services are critical enablers to the DHBs and pivotal to the success of 3DHB goals.

Service / Department Perspective

While each of the 3 DHBs is fundamentally different in size and complexity from an ICT perspective, there are common activities that occur irrespective of size. ICT is a critical enabler to each DHB and is viewed as pivotal to the success of many of the strategic plans and change that is ahead.

The 3DHB ICT team is accountable for managing the delivery of full scale solutions within the customer environment or simple remote hosted solutions that are accessed by users via a variety of means. The scope of solutions supported by the 3DHB ICT team includes significant clinical, administrative and corporate systems across the service models.

Role Purpose

The Systems Analyst's role is to analyse and support software applications across the three DHBs. This includes researching, documenting, and modifying software specifications throughout the Software Development Life Cycle. The Systems Analyst will also analyse and amend software errors in a timely and accurate fashion, and provide status reports where required.

The Systems Analyst role has a primary focus of, but not limited to the following key deliverables:

- Level 2 & 3 production support for predominantly vendor supplied applications including provision of 24x7 on-call support on a roster basis.
- Application configuration changes.
- Unit Testing.
- Application deployment.
- Liaison between vendors and key Wairarapa stakeholders.

The Systems Analyst is expected to demonstrate a passion for customer service, a high level of attention to detail and a basic level of technical knowledge.

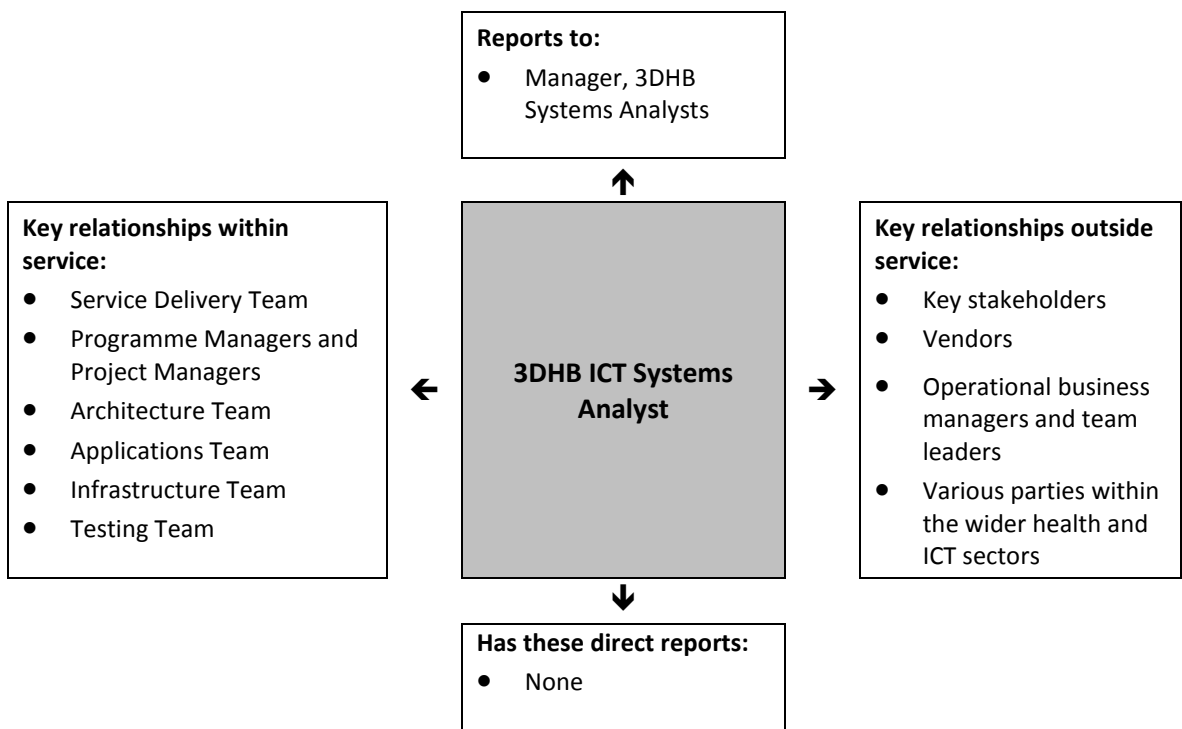
Key Accountabilities

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
Incident and Problem Management	<ul style="list-style-type: none"> Diagnoses and troubleshoots production problems. Demonstrates critical thinking and problem solving skills. Calls are detailed and updated regularly and meet production support quality standards. Liaises with network administrators, systems analysts, programmers, and other software engineers to resolve any defects in products or company systems. 	<ul style="list-style-type: none"> Assigned tickets are updated on at least a weekly basis. Calls are addressed in a timely fashion meeting the SLA commitments as dictated by the incident or problem severity. Incidents and problems are fully analysed to ensure that the root cause of the issue is understood and addressed. Customer feedback indicates satisfaction with the timeliness and quality of the resolution.
Change and Release Management	<ul style="list-style-type: none"> Installs changes and upgrades into the relevant environments, i.e. development, test, training and production, following the change management process. Installs releases to production as required. Ensures relevant people are aware and involved where necessary. Implementation plans are completed and changes are tracked. Complies with ICT's change management policy. 	<ul style="list-style-type: none"> The change process is fully understood and adhered to. Changes are coordinated to ensure that all affected parties are aware of their role and responsibilities. Implementation plans provide comprehensive step by step instructions for both implementation and back-out.
Testing	<ul style="list-style-type: none"> Plan and implement usability tests throughout development lifecycle and analyse results for resolving issues. Comply with user acceptance testing processes and standards. 	<ul style="list-style-type: none"> Comprehensive unit testing is completed for all changes. Feedback from the Test team indicates that the environment is set up, the change is accompanied by an appropriate level and documentation, and the change is in a fit state for system testing.

Key Accountability	Deliverables / Outcomes	Key Performance Indicators / Measures
Configuration	<ul style="list-style-type: none"> ▪ User configuration changes are based on collected user requirements, test cases, and developmental objectives Researches and documents technical requirements. ▪ Always delivers a high standard of error free work. ▪ Configuration changes comply with reporting and funding requirements. ▪ Processes for maintenance of codes is defined and clearly documented. 	<ul style="list-style-type: none"> ▪ All configuration change requests are validated both with business leadership, and to ensure compliance with Ministry of Health and WairDHB requirements, prior to commencement of the change. ▪ Configuration change requests are thoroughly researched to ensure that the outcomes of the change meet the requested customer need. ▪ Application documentation is maintained to reflect the current configuration.
Application development and configuration changes	<ul style="list-style-type: none"> ▪ Proactively analyses functionality and performance of applications and documents recommendations/ enhancements where appropriate. ▪ Completes technical specifications and implementation plans as required. ▪ Works with business analysts and analyst programmers to collect and determine user requirements for configuration changes. ▪ Clearly documents technical requirements and specifications. ▪ Consistently meets / exceeds customers' expectations. 	<ul style="list-style-type: none"> ▪ Evidence of working collaboratively and effectively to ensure that requirements are interpreted correctly. ▪ Evidence of proactive analysis of application performance with recommended enhancements. ▪ All change is fully documented both to facilitate successful implementation and ongoing application support. ▪ Customer feedback indicates satisfaction with the timeliness and quality of the solution.
Occupational Health & Safety	<ul style="list-style-type: none"> ▪ Complies with responsibilities under the Health & Safety in Employment Act 1992. 	<ul style="list-style-type: none"> ▪ Has read and understood the Health & Safety policy and procedures. ▪ Actively supports and complies with Health & Safety policy and procedure. ▪ Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active

<i>Key Accountability</i>	<i>Deliverables / Outcomes</i>	<i>Key Performance Indicators / Measures</i>
		participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.

Key Relationships & Authorities



Capability Profile

1. Competencies

Solid performance in the role requires demonstration of the following competencies.

Competency	Behaviours
Customer Focus	<ul style="list-style-type: none">• Is dedicated to meeting the expectations and requirements of internal and external customers.• Gets first-hand customer information and uses it for improvements in products and services.• Acts with customers in mind.• Establishes and maintains effective relationships with customers and gains their trust and respect.• Influences others to ensure positive results.
Communication	<ul style="list-style-type: none">• Practises active and attentive listening.• Explains information and gives instructions in clear and simple terms.• Willingly answers questions and concerns raised by others.• Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.• Is confident and appropriately assertive in dealing with others.• Deals effectively with conflict.
Teamwork	<ul style="list-style-type: none">• Develops constructive working relationships with other team members.• Has a friendly manner and a positive sense of humour.• Works cooperatively - willingly sharing knowledge and expertise with colleagues.• Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments.• Supports in word and action decisions that have been made by the team.• Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.• Able to solve and explain complex problems, influencing positive resolution.
Problem Solving	<ul style="list-style-type: none">• Uses rigorous logic and methods to solve difficult problems with effective solutions.• Uses initiative and lateral thinking when searching for answers.• Looks beyond the obvious and doesn't stop at first answers.
Learning on the Fly	<ul style="list-style-type: none">• Learns quickly when facing new problems.• Open to change.• Analyses both successes and failure for clues to improvement.• Enjoys the challenge of unfamiliar tasks.• Is quick to grasp concepts.

Planning	<ul style="list-style-type: none"> • Accurately scopes out length and difficulty of tasks and projects. • Sets objectives and goals. • Breaks down work into the process steps. • Develops schedules and task/people assignments. • Anticipates and adjusts for problems and roadblocks. • Measures performance against goals. • Evaluates results. • Reviews activities and improves processes and methods.
Interpersonal Savvy	<ul style="list-style-type: none"> • Relates well to all kinds of people. Builds appropriate rapport. • Builds constructive and effective relationships. • Uses diplomacy and tact. • Influences others to enable positive results.
Taking Responsibility	<ul style="list-style-type: none"> • Is results focussed and committed to making a difference. • Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected. • Adjusts work style and approach to fit in with requirements. • Perseveres with tasks and achieves objectives despite obstacles. • Is reliable - does what one says one will. • Consistently performs tasks correctly - following set procedures and protocols. • Uses initiative to progress problem or project resolution.
Quality and Innovation	<ul style="list-style-type: none"> • Provides quality service to people and teams. • Looks for ways to improve work processes - suggests new ideas and approaches. • Explores and trials ideas and suggestions for improvement made by others. • Shows commitment to performance development.

Other aspects of capability not covered by the above competencies

a) Knowledge and Experience:

- Experience in applications support and maintenance is required
- Experience supporting a complex integrated environment consisting of predominantly vendor supplied applications is preferred
- Experience in the health sector is desirable
- An understanding of:
 - Applications support issues
 - Information security
 - Information systems and technology concepts and issues.
- An ability to translate technical requirements specifications into easily understood business concepts and vice versa.

c) Someone well-suited to the role will place a high value on the following:

- Excellent customer service and helping customers achieve their goals.
- Commitment to delivering high quality solutions to business needs.
- Demonstrating integrity and honesty.
- Being highly professional in their conduct and acting as a positive role model for others.
- Taking ownership and responsibility for their work and actions.

- Innovative in respect of service quality and ways in which it can be improved within the bounds of the organisation's limits.
- Continuous improvement and implementing/maintaining best practice frameworks.
- Enjoys working within a team and helping the team to succeed in their deliverables.
- Making a difference to health outcomes for New Zealanders.

d) Other:

- Excellent verbal and written communication skills, and proven documentation ability and experience.
- Excellent interpersonal skills.
- Patience, tolerance and resilience.
- Strong organisation and time management skills.
- Passionate about work and is highly proactive and motivated; energetic and enthusiastic.
- Able to work under pressure.
- Highly flexible and able to adapt to ever changing environments.
- Effective reasoning skills.
- Flexible and adaptable – able to cope with a “non-routine” role.
- Proactive.

Wairarapa, Hutt Valley and Capital & Coast District Health Boards are committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

The DHBs are committed to Te Tiriti o Waitangi principles of partnership, participation, equity and protection by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Māori cultural practices.

This role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

Performance Development Review

An initial review of performance will be conducted after three months, with an annual performance development planning session annually thereafter. This is in the context of regular discussions and a 'no surprises' annual review.

Acceptance

Acceptance of the position implies acceptance of the position description.

Position Title	Systems Analyst – 3DHB ICT
Signature of Employee	
Date	