

## **GPHN047 – ICT Support Officer**

**Full time (1.0FTE), Ongoing (subject to funding)**

### **WHO WE ARE:**

Gippsland PHN is a not for profit charity that works at a regional level to achieve improved whole of system health care. Our vision is for a Measurably Healthier Gippsland. We work closely with the primary health care system, identifying opportunities to improve health outcomes in Gippsland communities. We do this through health system improvement programs, and by commissioning services to address local health needs via our regional commissioning role.

We aim to:

- Ensure health issues are prioritised, understood, and invested in, using local strengths;
- Build and support local capability in primary health care professionals;
- Enable transparent communication and information exchange across the primary health care sector; and
- Improve access in primary health services particularly for those at risk of poor health outcomes, and where gaps exist in hard to reach locations.

### **WHO WE ARE LOOKING FOR:**

#### **ICT Support Officer**

We currently have a full-time (1.0 FTE) career opportunity available as the ICT Support Officer. The ICT Support Officer is responsible for delivery of key Gippsland PHN corporate services functions that relate to ICT systems operations, cyber security, physical security, and asset management in line with Gippsland PHN organisational policies and procedures.

This position plays an important role in contributing to the overall efficiency of the business. It includes responsibility for the oversight of the physical ICT environment in partnership with Gippsland PHN's managed service providers, requiring 24/7 on-call availability for critical ICT, and cyber security incidents.

This position also provides a range of key administrative functions to the Coordinator Quality, Manager Human Resources, Quality and Technology, and the Corporate Services Team. The provision of highly professional interaction, communication and engagement with all levels of internal and external stakeholders is a critical element of the role.

We are looking for an astute, agile, dynamic, and outcomes focused team member. Use your skills to complete work packages including but not limited to:

- Monitor, support, and report on the organisational functions of ICT, and cyber security systems, security operations, and asset management;
- Assist the Coordinator Quality and the Manager Human Resources, Quality and Technology in various administration tasks including maintaining company records, registers and databases;
- Provide adhoc training and one on one coaching to Gippsland PHN staff in the basic operation of ICT equipment and processes, information and cyber security, asset management and maintenance, and function of organisational systems and programs;
- Support individuals to contribute to the effectiveness of the information security systems through education and information sharing;
- Work closely with Gippsland PHN's managed service providers to ensure a stable, safe, and functioning ICT environment;
- Provide 24/7 on-call services for critical ICT and cyber security related incidents;
- Provide considered advice to the Coordinator Quality and Manager Human Resources, Quality and Technology relating to ICT, information and cyber security issues ensuring operational risks, challenges, opportunities and key issues are identified and reported;

- Contribute to the completion of ICT reports, data and analysis including preparing briefing papers and reports for the Coordinator Quality, Manager Human Resources, Quality and Technology, and the Executive Team as required;
- Ensure that Gippsland PHNs information security systems achieve their intended outcomes;
- Support continual improvement of facilities, ICT and information security systems; and
- Participate in and/or undertake specific projects, working groups, committees and events to assist Gippsland PHN to achieve its operational functions.

## WHAT WE OFFER:

- *attractive remuneration;*
- *salary packaging;*
- *flexible working environments with a mix of working from home environments by agreement;*
- *a great organisational culture; and*
- *the chance for you to make a real difference to the health outcomes in our community.*

## HOW TO APPLY:

To submit your application which must include a covering letter, resume, and your addressed key selection criteria, [please click here](#).

Alternatively, you can email your application with your three attached documents to [recruitment@gphn.org.au](mailto:recruitment@gphn.org.au)

To view the Key Selection Criteria, please click on the [position description here](#). (page 3/4)

Members of the LGBTIQ+ community, those from culturally and linguistically diverse communities, people with lived experience, Aboriginal and/or Torres Strait Islander peoples, and people living with a disability are strongly encouraged to apply.

For further information relating to this position, please contact human resources on **03 5175 5420**.

## DIVERSITY AND INCLUSION:

At Gippsland PHN we value diversity and inclusion. We encourage and celebrate a diverse and inclusive workforce that embodies respectful, psychologically safe work practices where everyone can contribute. We value diversity in culture, ethnicity, race, sex, gender identity or expression, sexual orientation, age, disability status and neurodiversity.

**APPLICATIONS CLOSE: Sunday 1<sup>st</sup> February 2026**

*All enquiries and applications will be handled professionally and with the strictest of confidence.*

