

Position description

Position title:	IT Project Officer
Date of last revision:	February 2018

1. Purpose

Reporting to the Business Systems Manager and working with the Chief Information Officer and other Information Management and Information Technology staff, the IT Project Officer contributes to a variety of complex projects with a primary focus on systems development and project delivery.

The IT Project Officer will be assigned to various projects and will undertake project tasks to ensure projects are monitored and delivered successfully within the required timeframes in the IT Department. The role will work with internal and external stakeholders to establish and maintain relationships.

2. Essential duties and responsibilities

Essential duties and responsibilities include the following, other duties may apply:

2.1 Agile project management to manage rapid project delivery

- a) assisting with the implementation of project plans to ensure agreed outcomes are achieved in an agile environment using Visual Studio Team System (VSTS)
- b) acting as the scrum master for the main IT system to communicate between developers, product owner and relevant stakeholders to eliminate bottlenecks, provide updates regarding project status and implementation issues
- c) updating and collating documentation and records to ensure the delivery of projects complies with agreed project management methodology
- d) providing a range of administrative services, including coordinating meetings, preparing papers, updating future project lists for SCRUM meetings with functional heads to support project delivery
- e) documenting changes including Gantt charts and other project documentations in an agile ITIL environment.

2.2 Manage and deliver multiple small to medium projects simultaneously

- a) providing project support, including monitoring and reporting on project plans, milestones and deliverables, to ensure time, cost and quality indicators are in line with approved project plans
- b) tracking progress of projects, enhancements, and bug fixes on time; effort and cost against estimates and budget; highlighting variances and initiating appropriate corrective actions
- c) building a knowledge base of actuals against estimates related to complexity and function types.

2.3 Contribute to the reporting of the IM/IT function and its' overall management

- a) providing assistance in the development and implementation of new and improved processes in support of the business systems team
- b) undertaking basic research and analysis which will contribute to the completion of projects.

3. Task specification

Task name	% Total work
Agile project management skills to manage rapid project delivery	40%
Manage and deliver multiple small to medium projects simultaneously	50%
Contribute to reporting of the IM/IT function and its overall management	10%
TOTAL	100%

4. Distinguishing factors and competencies

4.1 Skills and other attributes

Area	Description	Competency level required
Skills		
Computing	High level office computing skills including MS Office applications:	
	• MS Word	Very high
	• MS Excel	Very high
	• VSTS	High
	• MS Outlook	Medium
	• MS PowerPoint	Medium
Communication	Written and verbal communication skills	Very high
	Interpersonal skills	High
Customer service	External customer service skills	Medium
	Internal customer service skills	High
Coordination	Time management - ability to handle multiple tasks simultaneously	Very high
	Organisational and planning skills and the ability to plan and prioritise work to meet deadlines	Very high
	Demonstrates attention to detail, accuracy and thoroughness in work produced	High
	Problem solving skills	Medium
	Document and electronic filing systems	High
	Project management	Very high
Analytical	Synthesises complex or diverse information	Medium
Attitude and recommended characteristics		
Attitude and recommended characteristics	Propensity towards internal and external customer service	High
	Propensity towards being organised	Very high
	Works well in a team environment	High
	Propensity towards multidisciplinary task role and is flexible	Medium

	Keeps focussed and organised under 'reasonable' pressure	Very high
	Reacts well under 'reasonable' pressure	High
	Demonstrates respect for internal and external stakeholders and upholds organisational values	Very high
	Maintains professionalism and a positive and courteous manner	High
	Demonstrates sound work ethic	Very high
	Is reliable and dependable	High
	Undertakes and participates in self-development activities	High
	Exhibits an affirmative approach to the requirements of the role and organisational activity	High
	Takes pride in presentation, quality and efficiency of work	High
Complexity		
Complexity	Requires a high degree of customer service and organisational skills	High
	Performs a variety of tasks in a multidisciplinary environment	High
	Requires high level degree of judgment to perform a variety of job tasks that involve reference to multiple sets of standards and policies and confidentiality requirements	Medium
	Ability to cope with competing priorities and resources	Very high
Supervision		
Supervision	Requires the ability to be self-directed and work in a team setting	Very high
	Has the ability to work unsupervised	Very high
Safety		
Safety	Observes safety and security procedures	High
	Observes the requirements under the Information Security Management System Charter and specific responsibilities	High
	Determines appropriate action when responding to safety and security matters	High

4.2 Knowledge

Requires knowledge managing agile projects using scrum methodology through the project lifecycle including communicating with developers and liaising with stakeholders to create a positive outcome.

Demonstrated knowledge of Project Management, IT Systems (Networks, Infrastructure and basic IT), Systems Development Life Cycles (SDLC) and Information Technology Information Library (ITIL in desirable customer service environment).

4.3 Working conditions

- performing multidisciplinary job functions in a relatively stable work environment
- occasional disagreeable elements such as managing the co-ordination of competing tasks and priorities
- occasional travel including overnight and interstate travel.

4.4 Physical demands

Requires medium work demands of an office environment.

4.5 Communicates with

- Management
- Medical educators
- GP Synergy staff
- Registrars, supervisors and practice staff
- External and internal clients, agents and suppliers including external users of the premises
- Other industry stakeholders

4.6 Scope of authority

Reports directly to the Business Systems Manager under the matrix reporting structure.

5 Qualifications

5.1 Education

- tertiary qualifications in Information Technology
- relevant education in project management.

5.2 Experience

- requires relevant and current experience in managing and delivering Information Technology projects.

5.3 Other qualifications/licences

- unrestricted motor vehicle licence (essential).

6 Document Information

6.1 Source documents and cross references

GP Synergy Policies, Procedures and Employment Contract

6.2 Revision history

The following table shows the changes that have been made to this document.

Reviewer	Date	Comments
HM & DA	November 2016	Developed
ADMIN	July 2017	Update to Safety and Security
HM & MKL	January 2018	Revised to IT Project Officer
ADMIN	February 2018	Minor changes, update to logo and format