

Position Description

Position Title	Quality and Risk System Specialist
Position Number	30011797
Division	Digital Services
Department	Architecture and Applications
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 5
Classification Code	HS5
Reports to	Manager Application Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> National Police Record Check Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The Quality and Risk System Specialist provides essential support in managing and enhancing quality and risk applications across the region. The position delivers high-level support and technical expertise to key users and system champions. There will be a strong focus on customer service, with the specialist proactively

leading change initiatives and supporting system transitions, promoting user adoption, delivering training, and ensuring adherence to standard processes. The Architecture and Applications department is responsible for the development, maintenance and availability of applications within Bendigo Health and the LMSS region. The team is split into a number of functional areas with a focus on delivery of services and products (applications) to their users. The team also focuses on the overall effective management of the portfolio of applications (software), understanding what we have, why and for whom

Responsibilities and Accountabilities

The position involves leading or supporting quality and risk system projects and will work collaboratively with stakeholders and vendors to achieve successful project outcomes.

Key Responsibilities

- Maintain, configure, and upgrade quality and risk systems to ensure they are current, compliant
- Secure, reliable, and aligned with evolving business needs and statutory requirements.
- Diagnose and resolve complex technical issues and application disruptions using advanced troubleshooting techniques, including log analysis, performance tuning, and root cause identification, to ensure system stability and minimal downtime.
- Lead or support change management activities to facilitate system updates and promote user adoption.
- Implement unified processes, templates, governance, and structure to drive consistency and best practice across quality and risk systems.
- Monitor and report on compliance-related changes within the system to ensure ongoing alignment with regulatory and organisational standards.
- Facilitate engagement with vendors and stakeholders to support system improvements, resolve issues, and ensure effective collaboration.
- Collaborate on projects and initiatives by participating in project teams and working groups, coordinating system upgrades and module implementations, and ensuring seamless delivery, training, and support.
- Develop and maintain comprehensive documentation for support procedures, technical configurations, and operational requirements to support knowledge management and continuity.
- Other duties as directed by the Application Services Manager.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Tertiary qualification or certificate III or above in Information Technology, Business or other relevant discipline.
2. Demonstrated knowledge and experience with quality and risk systems, including hands-on support, maintenance, and configuration to ensure systems remain current, compliant, and aligned with organisational and regulatory requirements.

3. Strong technical capability in resolving complex system issues and managing upgrades, ensuring ongoing performance, stability, and security of quality and risk systems.
4. Proven ability to manage stakeholder relationships and lead complex projects, with strong attention to detail and the ability to meet tight deadlines in fast-paced environments.
5. Skilled in leading change and supporting system transitions, including promoting user adoption, delivering training, and ensuring compliance with standard processes.
6. Experience in leading or supporting quality and risk system projects, collaborating effectively with stakeholders and vendors to achieve project outcomes.
7. Proficient in developing clear documentation to support system use, troubleshooting, and knowledge transfer.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.