

APPLICATIONS SPECIALIST

1. PURPOSE OF POSITION

Te Whatu Ora – Taranaki has an application portfolio of approximately 250 applications. These applications support our end users to deliver quality clinical care to patients, and to drive improvements and change.

Application Specialists are responsible for the ownership and management of a small number of specific applications but can be involved at varying levels across multiple applications.

The role has a strong service delivery focus with a key aspect being continual service improvement. This is achieved by identifying deficiencies and opportunities within applications and / or business processes and planning / executing appropriate changes. Building and maintaining relationships with all key stakeholders to better understand business expectations and to support continual service improvement is also a key function of this role

The Applications Specialist will also be called upon to provide advice and expertise to support the efficient resolution or closure of incidents and requests

Application Specialists will also have a key role on projects primarily (but not limited to) the applications they own and manage.

2. ORGANISATIONAL VALUES

Te Whatu Ora Taranaki our mission (Te Kaupapa) is improving, promoting, protecting and caring for the health and well-being of the people of Taranaki. Te Whatu Ora Taranaki values define who we are as an organisation, the way we work with each other, our patients, whanau and external partners. Our Te Ahu Te Whatu Ora Taranaki values are:

Partnerships	WHANAUNGATANGA	We work together to achieve our goals
Courage	MANAWANUI	We have the courage to do what is right
Empowerment	MANA MOTUHAKE	We support each other to make the best decisions
People Matter	MAHAKITANGA	We value each other, our patients and whanau
Safety	MANAAKITANGA	We provide excellent care in a safe and trusted environment

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3. DIMENSIONS

Reports to:	Applications Specialist
Number of people reporting to you	N/A
Financial limits authority	N/A
Operating Budget	N/A

4. WORKING RELATIONSHIPS

External	Internal
Te Whatu Ora HO Te Manawa Taki – Region HealthShare ICT Vendors	Customers and Users Senior Te Whatu Ora – Taranaki Board Management. Applications and Portfolio Team ICT Team

5. ACCOUNTABILITIES

Key area of responsibility	Expected outcomes
<p>1. Application Improvement</p> <p>For each application, take a lead in the development and execution of a continuous improvement plan to ensure Te Whatu Ora – Taranaki realises the benefits of using this solution.</p> <p>It is expected that this component will constitute approximately 40% of the role.</p>	<ul style="list-style-type: none">• Work with the Applications & Portfolio Manager to ensure that application lifecycle and roadmaps are correctly reflected in the Project Portfolio.• Develop, build and maintain relationships with application vendors attending (or setting up) regular meetings to review outstanding issues, to feedback on product enhancements and / or to learn about new product developments.• Develop, build and maintain relationships with all application stakeholders to facilitate the identification of application deficiencies and opportunities across the organization.• Develop and execute plans to drive continual service improvement; this may include; Application Configuration / Usage Business Process Changes User Training Data Quality Reporting.• Work with the Applications Trainer to review and update application induction material and training packages to ensure they are current and relevant for

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	<p>Te Whatu Ora – Taranaki new starters or those need refresher courses.</p> <ul style="list-style-type: none"> • Represent ICT at key user forums (internal and external) as and when required. • Actively review and update all documentation related to application management and support. • Act as a point of communication and coordination for designated customer contacts. • Assess the potential of new functionality within existing applications and that of new applications and determine suitability for Te Whatu Ora – Taranaki. Identify areas of application self-development to better support on-going application support • Develop and execute an ongoing internal education plan for the upskilling the ICT team on key applications
<p>2. Project Delivery</p> <p>Take an active role in the successful delivery of all relevant projects.</p> <p>It is expected that this component will constitute approximately 40% of the role.</p>	<ul style="list-style-type: none"> • Working with Project Managers and other team members to fulfill (as required), the following project activities: <ul style="list-style-type: none"> ○ Change Management activities ○ Business Requirements / Process Analysis activities ○ Involvement in Risk / Issue identification and management. ○ Project Planning activities ○ Configuration Management / technical activities ○ Testing related activities ○ Training related activities ○ Operational handover activities ○ Implementation planning / execution activities ○ Create /update application support documentation ○ Go Live / warranty period support activities <p>Allocated project deliverables will be completed on time to a level of quality agreed with the Project Manager.</p>
<p>2. Service Delivery</p> <p>Deliver ICT operational service outcomes for key applications.</p>	<ul style="list-style-type: none"> • Support the resolution of incidents and requests by <ul style="list-style-type: none"> ○ Resolving tickets that have been assigned to you through Cherwell. (third level support)

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<p>It is expected that this component will constitute approximately 20% of the role.</p>	<ul style="list-style-type: none"> ○ Provide advice and input when sought out by other team members ● Act as an expert in agreed areas of the applications landscape. ● Updating relevant support documentation such “How To” ● Participate in Te Whatu Ora – Taranaki ICT On Call Roster.
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Organisational Accountabilities	Expected Outcome for all Employees
<p>Health Equity</p>	<p>Te Whatu Ora Taranaki strives to eliminate health inequalities and achieve health equity for the Taranaki population. In practical terms this means all staff are required to implement relevant health equity policies, procedures, approaches and guidelines issued from time to time including:</p> <ul style="list-style-type: none"> ● The Pae Ora Framework which requires: <ul style="list-style-type: none"> ○ Demonstrating the principles of Tino Rangatiratanga, Equity, Active Protection, Options and Partnership under the Te Tiriti o Waitangi; ○ improving understanding of the determinants of ethnic inequalities in health, in particular the “Drivers of ethnic inequalities in health” and the “Pathways to Inequalities” both of which are referenced in the Te Whatu Ora Taranaki Pae Ora Framework; ○ Ensuring Health Equity assessment is embedded into your practise where services, policies or programmes are expected to improve outcomes for Māori; ○ Effectively implementing health equity approaches outlined for Health Professionals in “Equity of Health Care for Maori: A Framework” published by the Ministry of Health to support He Korowai Oranga Refresh 2014, national Maori Health Strategy; ○ Ensuring appropriate health literacy responses are used for effective engagement with Māori; ● You must ensure accurate ethnicity data is collected or held for patients and clients you interact with by following the Te Whatu Ora Taranaki Ethnicity Data Collection Policy and procedures; ● You must attend the Cultural Competency training provided by and for staff of the Te Whatu Ora Taranaki

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Organisational Accountabilities	Expected Outcome for all Employees
	including Treaty of Waitangi workshop, General/Clinical Refreshers, Engaging Effectively with Maori and any other training identified as essential for staff.
Health and Safety	<ul style="list-style-type: none"> • Maintains a safe and healthy environment • Complies with health & safety policies and procedures • Carries out work in a way that does not adversely affect their health and safety or that of other workers • Complies with procedures and correctly use personal protective equipment and safety devices provided • Contributes to hazard identification and management process • Reports accurately near misses/incidents/accidents in a timely manner • Participates in health and safety matters
Personal Development	<ul style="list-style-type: none"> • Fully contributes to the individual's team performance and is committed to identify and pursue opportunities for developing new knowledge and skills. • Participates in the performance appraisal process where personal performance and development is reviewed. • Willing to accept new responsibilities, acquire and demonstrate relevant new knowledge.

6. VARIATION TO DUTIES

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities can be amended from time to time either by additional, deletion or straight amendment to meet any changing conditions, however this will only be done in consultation with the employee.

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7. CAPABILITY REQUIREMENTS

Capabilities are the behaviours demonstrated by a person performing the job. Capabilities identify what makes a person most effective in a role. Those listed below are expected for the team roles in the organisation. The required capabilities can change as the organisation develops and the roles change.

Capability
<p>Effective Communication</p> <p>Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making</p>
<p>Decision Making/Problem Solving</p> <p>Demonstrates effective and timely decision making/problem solving techniques. Aware of the impact of decisions on key stakeholders and consults as appropriate utilizing available resources. Is proactive and effective when problem solving is required.</p>
<p>Innovation/Initiative</p> <p>Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Questions traditional ways of doing things when choosing a course of action or finds new combinations of old elements to form an innovative solution.</p>
<p>Resilience/Flexibility</p> <p>Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.</p>
<p>Cultural Safety</p> <p>Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues. Manages cultural ambiguity and conflicting priorities well. Understands concepts of whanaungatanga and manaakitanga and Maori cultural orientation to whanau, hapu and iwi.</p>
<p>Teamwork</p> <p>Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, shows commitment to contributing to the teams success</p>

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8. EDUCATION

- A tertiary qualification (e.g. related to Information Technology, Sciences or Engineering) and/ or equivalent experience
- Experience in the health sector is desirable
- Five to ten years' experience in either applications training, support, testing or in the general field of IT.

9. SKILLS

- Excellent verbal and written communication skills. Effective reasoning skills.
- Excellent attention to detail
- Proven problem-solving skills
- Thorough knowledge of business analysis, business principles, processes and practices, and keen awareness of opportunities to maximise service delivery
- Customer service focus and an understanding of delivering to agreed customer requirements.
- Experience working with suppliers to deliver solutions.
- High level of emotional intelligence and interpersonal skills
- A commitment to delivering high quality solutions to business needs
- Ability to relate and communicate effectively in both the technical and business settings
- Business Analysis

10. EXPERIENCE

- Experience in applications support, training and testing.
- A sound understanding of:
 - the strategic importance of applications management
 - service delivery methodologies
 - Information technology concepts and issues.
- Proven ability to engage and negotiate with people and develop and maintain effective relationships.
- Proven ability to maintain good relationships with customers and vendors