

Digital Systems Support Partner

Title: Digital Systems Support Partner (DSS Partner)	Reporting To: ICT Manager, Oral Health Victoria
Business Unit: Portfolio of the Chief Information Officer	Classification Level: HS2 – Grade 2

Position Purpose:

Reporting to the ICT Manager, the Digital Systems Support (DSS) Partner provides customer-aligned Level 1 and Level 2 ICT support to a defined customer group within Oral Health Victoria (OHV). The role acts as a trusted digital partner by developing strong local relationships, understanding customer workflows, and enhancing the overall digital experience through proactive engagement and reliable support.

As the first point of in-person technology support for their allocated area, the DSS Partner works closely with the Statewide Systems team and the Enterprise Systems & Infrastructure teams to resolve incidents and service requests. The role contributes to measurable improvements in user experience through first-contact resolution, regular floor or department engagement, and continuous enhancement of knowledge and processes.

While each DSS Partner has a primary floor or area focus, the team operates as a unified support function with structured cross-skilling, shared documentation, and peer coverage to ensure consistent service delivery across all coverage areas.

Role Accountabilities:

Customer Partnership (Floor-Based Engagement)

- Build trusted relationships with floor/area leaders and key users; understand workflows and critical business periods.
- Provide visible, approachable support through regular floor walk-throughs (“digital rounding”) and scheduled check-ins.
- Identify recurring pain points and propose improvements aligned to service standards and customer outcomes.
- Support customer communications for relevant changes, outages, and improvements using clear, non-technical language.

Incident and Request Management (Level 1–2 Support)

- Log, prioritise, and manage incidents and service requests using the ICT service management tool, ensuring accurate categorisation, documentation and timely updates.

- Deliver first-contact resolution wherever possible for hardware, software, collaboration tools, printing, meeting-room AV, mobile devices, and selected applications.
- Perform effective triage, gather diagnostics, and escalate to specialist teams/partners with high-quality information to reduce resolution time.
- Provide follow-up with customers (call-back or face-to-face) to confirm outcomes and ensure satisfaction.

End-User Technology and Workplace Services

- Provision, configure and support Windows endpoints, peripherals and collaboration tools in line with standard builds and security requirements.
- Support user identity and access tasks (e.g., password resets, account/group requests) within approved procedures and delegated permissions.
- Support meeting spaces (Teams Rooms/AV) and provide rapid restoration for floor-critical collaboration services.
- Assist with onboarding/offboarding and desk moves for the allocated floor, coordinating with Facilities as required.

Knowledge, Documentation and Continuous Improvement

- Create and maintain knowledge articles, how-to guides and troubleshooting runbooks; ensure information is current and easy to use.
- Contribute to problem management by capturing trends, participating in root-cause discussions, and implementing preventative actions.
- Participate in service improvement initiatives, including standardisation, automation and tooling enhancements.
- Support change activities (pilots, upgrades, rollouts) including user comms, floor readiness checks and hypercare.

Security, Privacy and Safety

- Maintain patient and organisational privacy and confidentiality and follow OHV policies and procedures.
- Apply security-by-design practices in daily work (least privilege, safe handling of devices/data, phishing awareness).
- Demonstrate a proactive commitment to health, safety, wellbeing and environmental responsibilities.

Teamwork and Coverage

- Cross-skill across other floors/areas and technologies to provide peer coverage and continuity during leave or peak demand.
- Share knowledge openly, participate in team huddles, and mentor colleagues where appropriate.
- Participate in on-call/after-hours support rosters as required (where applicable).

Key Deliverables / Measures of Success:

- High first-contact resolution and reduced repeat incidents for allocated floor/area.
- Positive customer satisfaction outcomes and strong local relationships.
- Accurate ticket quality (categorisation, notes, time, diagnostics) enabling rapid escalation and reporting.
- Current knowledge articles and documented standard procedures supporting cross-coverage.
- Demonstrated contributions to service improvement and reduction of recurring issues.
- Compliance with privacy, security and safety obligations.

Notes on the Floor-Based Model

DSS Partners are assigned to a specific floor/area to build strong customer partnerships and local context. The team will maintain shared standards, consistent ticketing practices, and a structured cross-skilling plan (buddy pairing, rotation/secondments, shared knowledge articles) to ensure coverage and knowledge transfer across all floors.

Role requirements:

<p>Knowledge:</p> <p>Mandatory</p> <ul style="list-style-type: none"> • Demonstrated experience providing Level 1–2 ICT support in a service-driven environment (in-person and remote). • Strong customer service, communication and stakeholder engagement skills; ability to translate technical concepts into plain language. • Windows 10/11 endpoint support, Microsoft 365 (Outlook, Teams, OneDrive/SharePoint) and Office applications. • Identity and access fundamentals (Active Directory/Azure AD, account/group administration within delegated permissions). • Hardware and peripheral support (laptops/desktops, printers, scanners, docks, mobile devices). • Ticketing/ITSM capability aligned to ITIL practices (incident, request, knowledge, change awareness). • Ability to plan and prioritise workload against SLAs, deadlines and customer impact. <p>Desirable</p> <ul style="list-style-type: none"> • Networking / Security knowledge • PC Hardware knowledge • Industry Certifications (or working towards) • Knowledge of OHV and public oral health 	<p>Experience:</p> <p>Mandatory</p> <ul style="list-style-type: none"> • Experience supporting healthcare environments and/or clinical applications and devices. • Exposure to VDI/Citrix/VMware Horizon environments. • Basic networking concepts (Wi-Fi, VLANs, DNS, DHCP) and troubleshooting. • Familiarity with endpoint management tooling (e.g., Intune/SCCM) and security controls. • Industry certifications (e.g., ITIL Foundation, Microsoft, CompTIA) or progress toward them. <p>Desirable</p> <ul style="list-style-type: none"> • Citrix & VMware exposure • Previous complex environment experience • Similar role in health care industry
<p>Behavioural competencies:</p> <ul style="list-style-type: none"> • Customer focus and empathy • Collaboration and teamwork • Adaptability and resilience • Accountability and quality orientation • Sound judgement and decision making • Proactive problem solving and continuous improvement 	<p>KPIs : TBA</p>