



Position Description

Position title:	Solution Delivery Specialist	Date:	January 2025
Reports to:	Hospitals & Corporate Portfolio Solution Delivery Lead	Department:	Digital Services
Number of reports:	Direct: 0 Total (include indirect): 0	Location:	National Support Office
Delegated financial authority:	N/A	Budget ownership:	N/A
Level of influence:	Leading self		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network and at our national support office, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Role Purpose

The Solution Delivery Specialist role is responsible for delivering effective and timely application support, improving applications, data and processes to ensure business outcomes and stakeholder needs are delivered swiftly and effectively. Primarily the role focuses on providing technical leadership for a range of deliverables across systems admin, application maintenance/lifecycle, L2/L3 support, projects, UAT, test automation and continual service improvement related activities.

You will provide technical and functional support to customers and stakeholders and will highly engage with our vendors. You will become the subject matter expert (SME) and will be involved on projects and enhancements that will require coordination, testing and implementation.

You will participate in an afterhours implementation for any upgrade or enhancement and on call roster to provide assistance to level 1 support.

Key Relationships

Internal

- Interactions with a diverse range of staff and stakeholders across all SCHL and partner businesses and sites.
- Portfolio team members to operate and deliver collectively.
- DS Service Desk to manage/support resolution of incidents and requests efficiently.
- Other Portfolio team members to ensure end-to-end business processes spanning multiple

External

- SCHL Joint Venture staff
- SCHL technology partners and vendors

Key Accountabilities

Product & Application Support and Administration

- Providing timely operational support and maintenance of existing business applications:
- Providing user support for Portfolio business applications, improving processes (simplification, automation)
- Resolution of service requests relating to existing applications and technology within the Portfolio
- Incident investigation – analysis and management of production incidents and requests escalated by the Service Desk
- Building and maintaining the applications Knowledge Base, and ensuring documentation, manuals and procedures are updated
- Problem management – take ownership for identifying and resolving recurring incidents throughout the problem management lifecycle
- Change management – management of application changes into production systems, ensuring change management policies and procedures are fully complied with
- Release management – planning and implementation of a release.
- Identify opportunities to use current technology/latent capabilities to enhance or replace existing methods.
- Ensure all reference artefacts (e.g. user guides, business requirements, FAQs, etc.) are updated as a result of changes.
- Engage with the other Portfolio teams to ensure end-to-end (cross-Portfolio) business processes are supported efficiently.
- Collaborate with the Platforms & Customer Services Team (Service Desk; Service Delivery Specialist – Portfolios)

Product and Application Development

- Test (unit, functional, non-functional, system, regression) releases, upgrades and enhancements to existing and new applications
- Install into production in a controlled manner.
- Collaborate with DS Project Managers and Business Analysts in the delivery of projects as required.
- Complete all documentation requirements in a timely manner.
- Assist with analysis of new technologies or the integration of new technologies and their impact on existing applications.

Portfolio and Value Improvement

- Participate in Portfolio team planning and activity assignment; backlog management; adopting modern ways of team (Portfolio) operations, e.g. Agile.
- Identify opportunities for automation or other ways of improving customer experience or on adding value to the business.

Customer Centricity

- Identify opportunities for automation or other ways of improving customer experience or on adding value to the business.
- Assist the Platforms & Customer Services - Service Desk Team – to provide effective First Call Resolution by preparing relevant materials, training, awareness and FAQs to allow the service desk to support end users.
- Some work outside of normal hours may be required to meet deadlines.
- Some travel may be required for the purpose of meeting with vendors, stakeholders, or off-site personnel/management.

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- At least 5 years experience in application development, application support and maintenance roles, preferably in support of customer-facing systems and business processes.
- Experience with software development lifecycles; traditional SDLC, or modern
- "Agile" methods such as rapid, extreme, iterative, etc.
- Experience producing high quality system and support documentation.
- Experience operating within an ITIL or CMM framework. Or other IT Service Management environment.
- Experience in script development or process automation tools.
- Experience in relevant productivity tools; Excel, SQL, Visio, VSTS, etc.
- Operational and workflow experience with service management tools such as ServiceNow or Cherwell.

Experience and skills desirable:

Education and qualifications required:

- A tertiary level qualification in a relevant field.

Desirable:

- Training or certification in software development relevant to SCHL
- Training or certification in ITIL or other ITSM framework
- Training or certification in other tools and techniques relevant to SCHL

<ul style="list-style-type: none"> • Knowledge of ITIL and associated Service management best practices and Project methodologies (including Agile) • Knowledge of hospital systems or health sector environments is desirable. • Low level (activity) management of 3rd party service providers relative to their scope and responsibility. 	
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Leadership Attributes	
Human Centred Leadership <ul style="list-style-type: none"> • Empathy • Adaptability • Connection Performance Coach <ul style="list-style-type: none"> • Accountability • Engagement • Collaboration 	Change Enabler <ul style="list-style-type: none"> • Execution • Energy • Contribution