



2022/23 Department of Health School-based Corporate Traineeship Program

Department Overview for Trainees

Name of Division/Organisation	eHealth Queensland, Digital Partnerships Team
Workplace Location/s:	Gold Coast, Ipswich, Herston, Cairns, Toowoomba

What function does your Division/Organisation perform and what service/s does it provide in relation the larger Organisation of QLD Health?	The Digital Partnership Team provides local support for eHealth Queensland enterprise services to the Gold Coast region. These services include telephony, messaging, wired and wireless networking, servers and the managed operating environment (MOE) and hardware of approx. 10,000 workstations and printers. The DPT also works collaboratively with the local HHS ICT team to ensure any impact to clinical staff due to ICT system issues is minimised, if not eliminated.
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About your trainee/s:

What role/purpose/duties do you have planned for your school-based trainee/s?	The school-based trainee will be expected to work across the three primary technology domains, (End User Computing, Communications, Networks and Servers) supported by the DPT. Duties could include any of the following: <ul style="list-style-type: none"> - Onsite troubleshooting within a clinical environment; - Remote support via phone/email/teams; - Learning support tools such as Service Now and Microsoft Active Directory and SCCM; - Replacement of aging or faulty workstations; - Learning Customer Service skills; - Tasks relative to local project activities; - Work shadowing DPT team members; - Installation including configuration of end user devices such as telephones, workstations and headsets; - Exposure to ITIL frameworks used within Queensland Health, such as incident, problem and change management.
What skills/interests or experience would you prefer your school-based trainee possess?	<ul style="list-style-type: none"> - Interest in ICT as a possible career; - Eagerness and ability to learn new things; - Reliability; - Ability to follow directions
Do you have any additional comments pertaining to the trainee, the traineeship or workplace that may assist OSMAC in engaging/shortlisting the best possible candidate/s?	<p>The trainee will be expected to attend onsite at a hospital on occasion, so it is important that they follow directions of supervising staff whether DPT or HHS.</p> <p>Someone with a GENUINE interest in IT and eager to get in and have a go.</p> <p>We can teach the technical skills required in the role, but we can't teach attitude, initiative and a person's willingness to learn. Having those things will go a long way!</p>