

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Radiology RIS / PACS Administrator
Reports to	Unit Charge RIS / PACS
Location	Wellington
Department	Radiology Services
Date	08-Jun-2026
Salary band (indicative)ⁱ	\$74,670 - \$84,002
Children's Worker roleⁱⁱ	No

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

The Radiology RIS / PACS Administrator is responsible for daily RIS and PACS maintenance, system checks, ticket management, user support, training, documentation, process evaluation and ongoing system improvement for Radiology Services.

The role supports safe and reliable clinical workflows across Radiology, including system upgrades, downtime processes, data quality activities and after-hours on-call support for acute imaging requirements and/or downtime.

Key Result Area	Expected Outcomes / Performance Indicators
General Administration	• Complete daily checklists and confirm systems are functioning. • Support onsite and offsite user queries, including patient portal questions. • Support reconciliation of radiology processes, workstation QA and clear communication with relevant groups. • Maintain good ticket management for issues and incidents.
Provide Advice, Training and Support	• Maintain strong knowledge of RIS and PACS functions and their integration with other hospital systems. • Facilitate RIS training for new and current staff. • Coordinate log-on requests and confidentiality agreement processes. • Support staff during downtime affecting Radiology systems.
RIS Management	• Act as an intermediary between Radiology and digital/ICT teams regarding faults and problems. • Follow up issue resolution and resolve end-user operational problems. • Support modifications, enhancements and continuous improvement of service delivery.
External Relationships and Representation	• Liaise with helpdesk, wards, clinics, departments and other system administrators in the central region. • Participate in forums representing Radiology system needs and issues.
Change Management - RIS / PACS	• Evaluate the impact of proposed RIS/PACS changes before implementation. • Contribute to strategic planning, workflow testing, implementation and communication. • Support staff through periods of system or workflow transition.
Data Management and Reports	• Provide ad-hoc data and reports as required. • Undertake data quality and correction activities. • Monitor systems, correct errors, sign off defaulted procedures and troubleshoot problems.
Customer Service	• Maintain patient confidentiality at all times. • Apply RIS/PACS system knowledge in support of patient care and clinical workflow.
Quality, Risk and Other Duties	• Participate in reportable event processes and service quality improvement initiatives. • Communicate with staff in line with the district Code of Conduct. • Complete other duties required to support the operational functioning of Radiology Services.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- System downtime, recurring RIS/PACS issues, incidents affecting patient care or confidentiality, data quality concerns, reportable events, and proposed changes that may affect radiology operations must be escalated to the manager early.

Relationships

External	Internal
• Hospital wards, clinics and departments. • Other RIS/PACS teams within the region. • ICT teams and helpdesk. • Software vendors and suppliers. • Vendors / Customers.	• RIS and PACS Administration team. • Radiology Unit Charges and Senior staff. • Radiology Clinical Leader and clinical staff. • Radiology Administration staff. • Radiologists, Nurses, MITs, Sonographers and Registrars.

About you – to succeed in this role

You will have

Essential:

- Excellent communication and interpersonal skills that support Radiology Services interactions with internal and external customers.
- Computer competence with good keyboard skills; RIS knowledge is preferred but not essential.
- Effective written and verbal communication skills.
- Ability to work independently using initiative and judgement.
- Ability to stay task-focused, achieve goals and prioritise competing demands.
- Good organisation, time management and flexibility to adapt to changing priorities.
- Competence with Microsoft Office products, including Excel and Access.
- Knowledge of databases, reporting tools and ticket management systems.
- Demonstrated ability to develop effective working relationships.

Desired:

- Radiology systems, workflow, data quality or healthcare technology support experience.
- Experience supporting training, documentation, system change or process improvement.

You will be able to

Essential:

- Deliver results through effective planning, sound judgement and personal accountability.
- Build trusted relationships and work collaboratively to achieve shared goals.
- Communicate clearly and adapt your approach to different audiences and situations.
- Stay calm under pressure and manage multiple tasks.
- Maintain patient confidentiality, professionalism, integrity and ethical behaviour.
- Demonstrate cultural awareness and a practical commitment to Te Tiriti o Waitangi.
- Contribute to a positive, inclusive and safe working environment.
- Take responsibility for your own development and support others where appropriate.

Desired:

- Train Radiology Service and other department users as required.
- Support and motivate team members where appropriate.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.