

# In conversation with...

## Jachson

### Information Technology Team



#### What does your role involve?

As the Team Leader in Information Services I manage our client management and record keeping system, Resolve. I also act as a liaison between the OPG and the Department of Justice and Attorney-General's IT team, participating in a number of reference and partnership groups.

#### What is your professional background?

I have been in the IT profession my whole working career – that's 45 years! I have a degree in Business Administration with a major in Business Analysis, and a Masters degree in Information Management. I started as a computer operator and have worked in IT all areas including computer programming, systems analysis, a data modeller, and eventually I entered the information management field. I am currently working in the Resolve Project Team as a systems expert while still being responsible for Resolve system administration.

#### What does your typical work day look like?

I spend most of my days assuring OPG systems are healthy, up and running, and efficiently assisting OPG fulfil its purpose. This means developing new functions, running system tests, fixing bugs and researching possible improvements. But my day doesn't just involve me and a computer! A considerable part is spent interacting with staff, also known as 'system users' — a part I really enjoy.

#### What are some challenges you've faced?

Resolve is required to run in a state wide network 24/7. Sometimes unknown problems can cause serious system crashes or make the network unresponsive. Investigating the causes and coordinating the involved parties can be challenging, particularly knowing that the whole organisation depends on my ability to bring the system back online within a minimal length of time and disruption.

#### How does your role help promote and protect OPG clients' human rights?

Accuracy, timeliness and completeness are just three dimensions of good data. OPG staff require timely access to quality data for their day-to-day assessments and decision making to protect our clients' human rights. I am responsible for assuring that such access is available through a performing network, and systems efficiently capable to capture, store, and provide access to data.

#### What has your team achieved in the past year?

Establishing the Resolve Project Team will see the migration of child-related data from the Jigsaw database to the Resolve database so all of OPG's client data can be stored and accessed in one central place. Also, we have upgraded Resolve, which has led to a number of improvements.

#### What is the best part of your job?

The part I most enjoy is when I work closely with colleagues in the business areas to analyse their needs and provide IT-based solutions. In fact "walking in their shoes" and identifying how to help them is the exciting part for me, which opens opportunities to apply my knowledge, creativity and experience.