

Position Title:	System Administrator (PN 5515)		
Position Type:	Permanent Full-time		
Department:	Governance and Information Services		
Date Approved:	November 2022		
Hours per week:	35	Award Classification:	Band 3, Level 2
FTE	1	Salary Classification	Grade 5

Position Purpose

The System Administrator is responsible for implementing, managing, maintaining, supporting and troubleshooting Council's on-premises and Cloud-based software and hardware assets in order to meet the needs of the organization.

Providing support to Service Desk operations and providing customer service to the highest standard to keep Council's resources operating at expected levels.

Key Accountabilities

Business Applications

- Monitor, maintain and troubleshoot Council's on-premises and Cloud-based business applications.
- Plan and implement the deployment of major and minor software revisions for on-premises software.
- Proactively manage software lifecycles to ensure compliance with Council's and vendors support and lifecycle policies.
- Monitor and forecast future capacity requirements.
- Provide backline support to end-users and the IT Service Desk.
- Escalate and manage cases with vendors, and management, as appropriate and necessary.

Hardware

- Monitor, maintain and troubleshoot Council's technology fleet, including servers, laptops, desktops, tablets, mobile and other assorted devices; including both hardware device and their operating system environment.
- Plan and implement the deployment of major and minor hardware, software, and operating system revisions to Council's technology fleet.
- Proactively manage hardware, software, and operating system lifecycles to ensure compliance with Council's and vendors support and lifecycle policies.
- Monitor and forecast future capacity requirements.
- Provide backline support to end-users and the IT Service Desk.
- Escalate and manage cases with vendors, and management, as appropriate and necessary.

Networking

- Monitor, maintain and troubleshoot Council's network infrastructure, including WAN, LAN, Firewalls, Routers, Switches and Wi-Fi.
- Plan and implement the deployment of major and minor software revisions to Council's network infrastructure.
- Proactively manage hardware and software lifecycles to ensure compliance with Council's and vendors support and lifecycle policies.
- Monitor and forecast future capacity requirements.

- Provide backline support to end-users and the IT Service Desk.
- Escalate and manage cases with vendors, and management, as appropriate and necessary.

Cybersecurity

- Monitor, detect and respond to vulnerabilities affecting Council's hardware and software assets, through the operation of Council's Vulnerability Management, Discovery, and Remediation tools.
- Monitor, detect, and respond to network-based threats.
- Assist in the delivery of Cybersecurity training and awareness program, including being a champion of Council's Cybersecurity program.
- Liaise with Council's external Cybersecurity consultants in the delivery of Council's cybersecurity program.

Backup and Recovery

- Monitor, maintain and troubleshoot Council's backup and recovery infrastructure.
- Plan and implement the deployment of major and minor software revisions for on-premises software.
- Proactively manage hardware and software lifecycles to ensure compliance with Council's and vendors support and lifecycle policies.
- Monitor and forecast future capacity requirements.
- Escalate and manage cases with vendors, and management, as appropriate and necessary.
- Participate in the regular review and testing of Council's Disaster Recovery and Business Continuity Plans.

Procurement

- Plan, source and manage procurement of IT software, hardware, and services.
- Manage the life cycle of IT hardware and software assets, including the coordination of Council's annual hardware renewal program.
- Ensure compliance with Council's procurement policies and procedures.

Project Delivery

- Participate in the planning and delivery of IT hardware, software, and as-a-service-based solutions.
- Provide technical support and advice to projects across the organisation.
- Manage the delivery of basic IT projects.

Core Competencies (Knowledge Skills and Experience)

Qualifications

- Degree in Information Technology or a related discipline, or equivalent experience.
- Industry Certification in Microsoft, Cisco or similar products.
- Current NSW Driver Licence.
- National Police Check.

Note: All licenses/tickets stated in the position description must be current/valid during the duration of your employment. Should there be a change in status it is the employee's responsibility to notify Council as soon as practicable.

Skills and Experience

- Demonstrated experience with Windows client and server operating systems.
- Demonstrated experience administering business applications, such as Office 365, Esri ArcGIS Enterprise, Micro Focus Content Manager, and IT Vision Synergy and Altus.
- Demonstrated experience administering Active Directory, Microsoft Hyper-V, VMware vSphere, Veeam and System Center Configuration Manager.
- Demonstrated experience administering Microsoft Azure, Azure Active Directory, Microsoft Endpoint Manager, and Qualys VMDR.

- Demonstrated experience with Microsoft Surface Devices, Dell Servers and Storage, HPE Laptops and Desktops, Apple IOS, Android Devices, video conferencing and Microsoft Teams Room Systems.
- Demonstrated experience with Cisco, Palo Alto Networks, HP ProCurve and Ubiquiti Unifi hardware.
- Demonstrated experience deploying and maintaining end user devices.
- Demonstrated experience with Cyber Security.
- Excellent verbal and written communication.
- Organized and able to meet deadlines.
- Able to work autonomously and as part of a team.
- Strong analytical and problem-solving skills.
- Ability to collaborate with peers as needed.
- Knowledge of, or certification in, ITIL service management.

Values

Kempsey Shire Council's values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee.

Value	Expected behaviour
Passion	<ul style="list-style-type: none">• We approach our work with enthusiasm and drive to make a difference• We inspire others with our thirst for excellence• We take pride in the customer service we deliver
Integrity	<ul style="list-style-type: none">• We act ethically and honestly and work to build the trust and confidence of the community and staff• We act with pride and respect while being loyal and accountable
Innovation	<ul style="list-style-type: none">• We challenge the status quo and are prepared to take risks, to achieve creative and efficient solutions• We promote and deliver change in the way we work
Communication	<ul style="list-style-type: none">• We ensure open communication for all• We openly and proactively listen and provide information
Respect	<ul style="list-style-type: none">• We consider workmates, community, the workplace and environment• We treat people as we would like to be treated
Collaboration	<ul style="list-style-type: none">• We seek what is best for the team, not what is best for the individual• We work together to achieve a shared vision• We are connected with and care for each other• We encourage and pay attention to those around us

Supervision Received

This role reports to the Information Technology Manager.

Supervision Exercised

Nil.

Role Authorisation

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Role Acceptance

I have read and understood the content of the Position Description for my role. I will undertake the responsibilities and behaviour required of me and expect to be held accountable for work performed in accordance with this role.

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