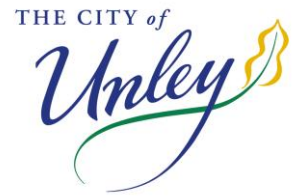


POSITION DESCRIPTION

CORPORATION OF THE CITY OF UNLEY



1. JOB IDENTIFICATION:

Title of Position: SENIOR IT SPECIALIST
Business Unit: BUSINESS SYSTEMS & SOLUTIONS
Reports to: TEAM LEADER TECHNOLOGY SERVICES
Classification: MOA 6

2. POSITION OBJECTIVES:

- Support the maintenance and optimisation of Council's IT infrastructure to ensure robust, reliable and scalable systems.
- Implement and manage comprehensive cybersecurity strategies and measures to protect the council's digital assets, ensuring compliance with relevant security standard frameworks.
- Lead technology projects aligning with strategic business goals, with an emphasis on enhancing cybersecurity measures and improving overall IT service delivery.
- Act as an escalation point for IT support, resolving complex issues requiring specialized technical knowledge.

3. KEY RESPONSIBILITIES:

IT Infrastructure and Services:

- Manage and maintain core network infrastructure, including LAN, WAN, Wi-Fi, and firewall systems.
- Deploy, manage, and scale the infrastructure supporting cyber operations across a hybrid ICT footprint, ensuring security best practices. This includes Windows Server, Azure, Office 365, and enterprise storage.
- Ensure the security and efficiency of cloud services, including IaaS, PaaS, and hybrid-cloud implementations.
- Oversee endpoint management, including mobile device and telephony solutions, whilst maintaining a security focus.
- Maintain IT asset records, ensuring proper tracking of software, hardware, and licenses.
- Implement and oversee backup strategies for data integrity, business continuity, and disaster recovery.

Cybersecurity:

- Develop, implement, and manage comprehensive cybersecurity strategies to protect the organisation's digital assets.
- Monitor IT systems for performance issues, security threats, and outages, ensuring rapid response and resolution.



- Implement and maintain advanced cybersecurity measures, including monitoring security alerts, conducting vulnerability assessments, and ensuring compliance with organisational security policies.
- Respond to and manage cybersecurity incidents, including investigation, containment, and remediation.
- Stay up to date with the latest cybersecurity trends, threats, and technologies, and recommend improvements to the organisation's security posture.

Project Management & Coordination:

- Plan, implement, and support IT infrastructure projects for business initiatives.
- Manage system upgrades and major changes, adhering to change management protocols.
- Collaborate with internal teams and vendors to ensure project success.

Support & Training:

- Develop technology training sessions for staff and key stakeholders, with a focus on cybersecurity awareness and best practices.
- Develop technical and support documentation, user education guides and self-help knowledge articles.

Key Relationships

Internal: Council staff, BS&S team members, department managers.

External: IT vendors, service providers, and consultants.

Staff must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.

Key WHS Responsibilities:

- Actively support and contribute to the City of Unley's effective safety culture.
- Identify and report health and safety hazards, accidents, incidents, injuries and property damage within the workplace.
- Taking reasonable care to ensure their own safety and not placing others at risk, including appropriate use of equipment and PPE.
- Complying with the requirements of the City of Unley's WHS management system.
- Attending WHS training and following instructions and advice provided.

EQUAL OPPORTUNITY EMPLOYMENT

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

OUR VALUES



PURSUE EXCELLENCE WE STRIVE FOR THE BEST IN ALL THAT WE DO

Behaviours that SUPPORT this Value

- Creatively solve problems
- Take on challenging goals
- Understand how you contribute to our vision
- Grow, learn and continuously improve
- Deliver quality work and always aim for outstanding results



ACHIEVE TOGETHER WE WORK TOGETHER TO DELIVER RESULTS

Behaviours that SUPPORT this Value

- Build on our strengths
- Collaborate across the organisation
- Celebrate our achievements
- Be responsive to others' priorities and needs
- Engage with each other to find effective solutions together



DEMONSTRATE INTEGRITY WE DO THE RIGHT THING AT ALL TIMES

Behaviours that SUPPORT this Value

- Do what you say you will do
- Address behaviour that is inconsistent with our Values
- Act with transparency, honesty and respect
- Take responsibility for our actions
- Embrace diversity, encourage inclusion and promote belonging



COMMUNITY FOCUSED WE DELIVER FOR OUR COMMUNITY

Behaviours that SUPPORT this Value

- Demonstrate a can-do attitude
- Effectively communicate and consult with all stakeholders
- Be open, positive and friendly
- Respond promptly and deliver on promises
- Show pride in each other, our organisation and community



BE PROGRESSIVE WE THINK OUTSIDE THE BOX TO INNOVATE AND IMPROVE

Behaviours that SUPPORT this Value

- Bounce ideas off others
- Generate creative and innovative thinking
- Experiment with new approaches
- Challenge the status quo and embrace change
- Overcome challenges to achieve outcomes

PERFORMANCE AND SKILL REQUIREMENTS:

a) Qualifications/Experience

Essential:

- Demonstrated expertise in managing enterprise IT infrastructure, networks, and cloud services, with a strong focus on cybersecurity and knowledge of AWS and/or Azure.
- Strong vendor management experience, including procurement, contracts, and service agreements.
- Ability to conduct and deliver effective training sessions.

• **NOTE:** Copies of the above-listed qualifications/licenses/certificates are required as evidence on appointment.

Desirable:

- Tertiary qualifications in Information Technology or equivalent professional experience.
- Industry certifications (e.g., Cisco CCNA, Fortinet NSE, Microsoft Azure)
- Experience in enterprise virtualization and hyper-converged platforms.

b) Knowledge

Essential:

- Knowledge of Azure for managing cloud services.
- Understanding of cybersecurity principles and practices.
- Familiarity with security standards and frameworks, including Essential 8.

Desirable:

- Familiarity with IT service management frameworks (e.g., ITIL).
- Familiarity with AWS.

c) Skills

Essential:

- Advanced troubleshooting and problem-solving skills.
- Ability to manage and prioritize multiple tasks and projects effectively.
- Excellent communication and interpersonal skills.
- Proficiency in developing and implementing IT policies and procedures.

Desirable:

- Skills in project management and coordination.
- Proficiency in scripting and automation tools.
- Experience with disaster recovery planning and implementation.

d) Personal Attributes

- Proactive and adaptable to new technologies.
- Commitment to high-quality IT service delivery.
- Ability to cultivate positive working relationships with team members and manage stakeholder expectations.
- Ability to innovate and drive improvements in IT service management.
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By signing this position description, the employee and the employee’s manager agree that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent:

Date:

Manager:

Date: