



Job Title:	Systems Administrator - Virtualization	Position No:	CI12
Group:	Office of the CEO	Service Area:	ICT
Classification Level:	Professional Stream (PO2)		
Reports to:	ICT Operation and Infrastructure Manager	Direct Reports:	Nil
Location:	Darwin	Date Approved:	June 2025

POSITION OVERVIEW

The Systems Administrator Virtualization position will work within the ICT team. This position is responsible for managing and supporting the VMware environment of the organisation, which will include troubleshooting, configuring, and maintaining VMware infrastructure, ensuring system availability, performance, and security. The role involves working closely with business stakeholders to ensure the smooth operation of the virtual infrastructure and end-user environment.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

- Manage and maintain the VMware infrastructure, including servers, storage, virtual machines, and network components.
- Troubleshoot and resolve issues and provide technical support to end users related to VMware infrastructure, including server crashes, software failures, and connectivity problems.
- Implement security measures to protect the virtual infrastructure from unauthorized access and ensure compliance with organizational security policies.
- Monitor system performance and capacity to identify and address potential bottlenecks and issues.
- Collaborate with other ICT teams to plan and implement upgrades, patches, and new VMware software and Windows releases.
- Maintain documentation of system configurations, processes, and procedures.
- Participate in developing disaster recovery and business continuity plans for VMware infrastructure.
- Provide technical support to end-users on VMware-related issues.
- Provide technical guidance and training to other ICT staff members as required.
- Comply with NLC policy and procedures at both an organisational and operational level, ensuring that appropriate standards and operational protocols are maintained at all times.
- Perform any other reasonable tasks and duties that are required, that are within the scope of your position classification, service area and skill set as required.
- Adhere to the NLC Code of Conduct and work in a manner which is professional, respectful, and collaborative to foster sound working relationships within your immediate team and the broader organisation.
- Actively participate in performance enhancement processes and learning and development requirements of your role.
- Ensure your personal health and safety and that of others by undertaking your duties and tasks in a safe manner and complying.
- Report all hazards and incidents to your direct supervisor immediately and complete all incident reporting requirements within the timeframes specified.

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POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- Bachelor of Computer Science or Information Technology.
- Minimum of 2 years' experience in VMWare administration and Windows administration.
- Experience with Microsoft O365, Azure, AWS and network monitoring tools
- Sound working knowledge of VMware vSphere and related technologies and Demonstrated experience in Datacentre management, coordination, and implementation.
- Experience with SQL Server, MySQL and PostgreSQL.
- Excellent communication, analytical and problem-solving skills with the ability to work collaboratively with other ICT team members.
- Demonstrated working knowledge and practical management of:
 - Datacentres
 - Veeam Backup and recovery system
 - Windows Servers
 - Active Directory, DNS, and DHCP server
 - Mimecast email security, such as spam, malware, and phishing.

DESIRABLE REQUIREMENTS

- Previous knowledge and experience working with the following:
 - Teams, Symantec End Point Protection, SharePoint, Office365
 - Storage Systems
 - Remote device management
 - Email security applications
- Knowledge of ITIL best practices and experience with ICT service management tools, such as ServiceDesk.
- A desire to stay up-to-date with the latest trends and technologies in virtualisation and cloud computing.