

SYSTEMS & DATABASE ADMINISTRATOR

Position Level: L4

Location: Perth/Port Hedland

Effective Date: Jan 2025

Responsibilities

The Systems & Database Administrator provides system and database administration and general ICT support to the organisation. the ICT Infrastructure Systems, Network and Database Superintendent.

Reporting

The Systems & Database Administrator reports to the ICT Infrastructure Superintendent.

Accountabilities

Result Area	Major Activities
1. Safety and People:	<ul style="list-style-type: none"> • Further a safe, inclusive, and collaborative workplace, that supports the mental health and wellbeing of self, and others. • Identify actions and changes that lead to Pilbara Ports continually improving its safe work environment; both physically and psychologically.
2. Integrated Management Systems:	<ul style="list-style-type: none"> • Assist in the development and support of the systems that ensure Pilbara Ports complies with all applicable codes, as well as its legal and statutory requirements. • Administrate and support systems that ensure Pilbara Ports complies with all applicable management systems standards, codes, as well as its legal and statutory requirements (e.g., CGR, data reporting and record keeping).
3. Systems and Database Administration:	<ul style="list-style-type: none"> • Creation and maintenance of user/privileged accounts, email accounts and allocate permissions to network and system resources. • Installation, configuration, maintenance, patching, and monitoring of systems including physical and virtual servers, storage devices, networking devices, business applications, databases and backup and replication systems. • Installation, configuration, maintenance and monitoring of new hardware including multifunctional devices, phones and related software. • Maintain and support Microsoft 365 platform including Azure and data analytics services (Power BI) and software licensing for the PC and server environment. • Implementation and deployment of SOE applications to required users and performing routine audits / reporting of all systems. • Manage Active Directory Federation Services (ADFS) and Single Sign-On (SSO). • Perform routine configuration, installation, and reconfiguration of database and related products. • Perform standard database administration and maintenance tasks.

	<ul style="list-style-type: none"> Assist in the development of new strategies and improvements for systems including research of new technologies and products.
4. Application /Systems Monitoring:	<ul style="list-style-type: none"> Monitor the servers, storage, databases, network and communication devices via the network and application monitoring software and action alerts proactively. Monitor capacity, performance, availability and other operational metrics. Ensure corrective and proactive maintenance of storage and backup systems to protect and secure business information. Maintain and monitor the antivirus application and windows updates to Pilbara Ports servers and workstations. Analyse the system / security logs and troubleshoot issues identified. Prepare dashboards and reports based on system metrics and performance for management review. Contribute to the planning and implementation of new installations and scheduled maintenance and changes to existing systems.
5. Helpdesk Support: and	<ul style="list-style-type: none"> Provide Level One, Two and Three support to Pilbara Ports employees and external clients. Identify, troubleshoot, and investigate root cause of problems, incidents, and issues, escalating as appropriate. Recommend corrective actions for systems, workstations, and network connectivity related problems, and execute resolution plan as directed Liaise with staff, external clients and Pilbara Ports contractors to complete Helpdesk requests. Identify and recommend strategies to improve the ICT Helpdesk System. Provision of afterhours ICT support across the organisation as requested.
6. Other Duties:	<ul style="list-style-type: none"> Other work tasks as requested by the ICT Infrastructure Systems, Network and Database Superintendent.

Selection Criteria

Qualifications:

- Relevant diploma in ICT from a recognised tertiary institution.
- System administration and IT certifications in Microsoft, or other network related fields would be advantageous.

Personal Attributes:

- Exhibit behaviours that align with Pilbara Port's values of Safety, Excellence, Teamwork, Integrity and Care.
- Demonstrated commitment to an inclusive work culture that encourages diversity.
- Embraces new technologies to encourage innovation, leading to the improvement of current practices.
- A team player who participates in and encourages a customer service orientated culture.
- A focus on outcomes for the organisation rather than individual success.

Work Related Requirements:

- WorkingSound knowledge ofand experience in Microsoft and database technologies, Active Directory, Exchange, ESX (VM Ware), SQL, Citrix, System Centre Configuration Manager, Power BI, Storage Area Networknetwork and Systems & Database administration.
- Experience in computer operations and systems support in a multiple server environment.
- Strong verbal and written communication skills.
- Proven attention to detail and ability to clarify requirements.Accomplished at Strong problem-solving skills and the ability to manage competing priorities.

Sound computing skills, as well as the ability to gain a Maritime Security Identification Card, and WA Driver's License are prerequisites for positions with Pilbara Ports.