

## SYSTEMS ADMINISTRATOR

Position Level: L4

Location: Pilbara

Effective Date: May 2026

### Responsibilities

The Systems Administrator provides system and database administration and general Technology support to the organisation and the Technology Infrastructure Superintendent.

### Reporting

The Systems Administrator reports to the Technology Infrastructure Superintendent.

### Accountabilities

Result Area	Major Activities
<b>1. Safety and People:</b>	<ul style="list-style-type: none"> <li>• Further a safe, inclusive, and collaborative workplace, that supports the mental health and wellbeing of self, and others.</li> <li>• Identify actions and changes that lead to Pilbara Ports continually improving its safe work environment; both physically and psychologically.</li> </ul>
<b>2. Integrated Management Systems:</b>	<ul style="list-style-type: none"> <li>• Develop and oversee the systems that ensure Pilbara Ports complies with all applicable codes, as well as its legal and statutory requirements.</li> <li>• Comply with and demonstrate a positive commitment to organisational processes and ISO Management Systems including Quality, Environment, Safety and Information Security.</li> </ul>
<b>3. Systems and Database Administration:</b>	<ul style="list-style-type: none"> <li>• Creation and maintenance of user/privileged accounts, email accounts and allocate permissions to network and system resources.</li> <li>• 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.</li> <li>• Installation, configuration, maintenance and monitoring of new hardware including multifunctional devices, phones and related software.</li> <li>• Maintain and support Microsoft 365 platform including Azure and data analytics services (Power BI) and software licensing for the PC and server environment.</li> <li>• Implementation and deployment of SOE applications to required users and performing routine audits / reporting of all systems.</li> <li>• Manage Active Directory Federation Services (ADFS) and Single Sign-On (SSO).</li> <li>• Perform routine configuration, installation, and reconfiguration of database and related products.</li> <li>• Perform standard database administration and maintenance tasks.</li> <li>• Assist in the development of new strategies and improvements for systems including research of new technologies and products.</li> </ul>

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

### **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:**

- Sound working knowledge of and experience in Microsoft and database technologies, Active Directory, Exchange, ESX (VM Ware), SQL, Citrix, System Centre Configuration Manager, Power BI, Storage Area Network 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.