

<b>Position Title:</b>	ICT Senior Systems Administrator
<b>Division:</b>	Information Communication Technology and Infrastructure (ICTI)
<b>Direct Reports:</b>	NIL

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 2500 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The primary objective of ICT is to ensure Northcott is both digitally and physically ready to meet its strategic objectives now and into the future while maintaining day-to-day operations.

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## KEY OBJECTIVE OF THE POSITION:

You will be responsible for managing the upkeep and the delivery of a simple, robust, agile and secure ICT environment. You will also be involved in multiple projects and assist in the build and implementation of new server technologies. Ensure minimum downtime for users through the:

- Maintenance and constant improvement of the companies ICT systems and network systems.
- Providing a high level of customer service when dealing with internal stakeholders.

## PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Knowledge of ICT policy, procedures, time frames and quality standards in place
- Effective verbal/written communication and customer service skills
- Experienced at working with limited supervision within a team environment.
- Ability to prioritise workload and use initiative within defined systems and processes.
- Demonstrated analytical, troubleshooting and problem solving skills
- Can use initiative and creativity in terms of providing suitable ICT solutions
- Be flexible and work in a team environment
- Able to work independently and in a team environment
- Ability to multi-task and adapt to changes quickly
- Passionate about IT and keen to continue to learn and adapt

## ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Minimum 5+ years experience working in a System Administrator role
- High level Windows Server Administration skills including Active Directory, ADFS & Group Policy Management
- High level experience installing, managing and maintaining MS Servers 2012 & 2016 and MS Exchange environments
- Demonstrated experience with O365
- Demonstrated experience with Citrix
- Experience of LAN/WAN networking skills
- Desirable knowledge of Microsoft Identity Management (MIM)

## DELEGATION LEVEL

- NIL

## CORE COMPETENCIES OF THE ROLE

### Customer Focus / External Contact

Primary customers/contacts will be:

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## Relationship Building

- Work closely with the rest of the ICT team and MSP, ISP and other related vendors and consultants

## Problem Solving

- Analyse, trouble shoot and problem solve issues to provide an effective solution to problems
- Apply a thorough understanding of ICT policy, procedure, timeframe and quality standards

## Time Impact

- Hourly, Daily or Weekly potential impact based on decision making
- Responsive to daily requests from internal stakeholders
- Meets scheduled timeframes as per the ICT quality standards

## Other

- Thorough understanding of ICT role and responsibility

## DUTIES

- High level Windows Server Administration skills including Active Directory, ADFS & Group Policy Management
- Inclusive work style able to engage with internal departments and external vendors alike
- Install, Manage and maintain MS Servers 2012 & 2016, MS Exchange and O365 at high level.
- Lead and manage scoped or Adhoc ICT Projects
- Administer and maintain Citrix based environments (Xendesktop/PVS/Netscaler/Xenmobile)
- Application packaging using APP-V
- Backup and disaster recovery
- Management of an Anti-virus product on an enterprise level.
- Strong knowledge of VMware and iSCSI storage infrastructure
- Powershell or other scripting language skills
- Patch management experience and good understanding of IT security best practices
- High level Hardware/Software/Network troubleshooting and problem solving skills
- Strong knowledge of LAN/WAN networking fundamentals
- Administer Storage Systems/ San Administration.
- Administer VM Host/ Hyper-V
- Administer Cloud Services/ AWS, Azure.
- Knowledge of telephony systems/ VoIP
- Build and continuously manage the Windows 10 SOE environment
- Administer and maintain Microsoft Identity Management

## User Support

- Provide guidance and training to users (one on one or group) in areas of ICT as required

## Other.

- After hours work maybe required from time to time
- Able to mentor, help and train junior staff
- Eager to work in a hybrid cloud environment
- Providing accurate and timely information to all levels of management and staff
- Contribute as a member of the infrastructure team to deliver services for the organisation.
- Other duties as requested by the ICT Service Delivery Manager.

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This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

### NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

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Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**