Job Title:	Systems Administrator Storage and Virtualization	Position No:	CI19
Group:	Regional Development	Service Area:	ICT
Classification Level:	Senior Officer Grade C (SOGC)		
Reports to:	ICT Operation and Infrastructure Manager	Direct Reports:	Nil

POSITION OVERVIEW

The Systems Administrator Storage and 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.
- Developing and managing documentation of system configurations, processes, and procedures.
- Responsible for cyber security monitoring across the NLC's network and undertaking any required management of identified risks and incidents.
- Ability to develop disaster recovery and business continuity plans for VMware infrastructure.
- Supervise and train ICT staff including any technical guidance and support required.
- Coordinate with all project stakeholders ranging from technical staff, end users and suppliers to ensure that project activities are being completed efficiently, within set deadlines and budget.
- 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

POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- Bachelor of Computer Science or Information Technology are essential.
- Minimum of 4 years of experience in VMWare administration and Windows administration which includes demonstrated working knowledge and practical management of:
  - Datacentres
  - Veeam Backup and recovery system
  - Cloud-based platforms such as AWS and Azure Platform.
  - Windows Servers
  - Active Directory, DNS, and DHCP server
  - ManageEngine Products Servicedesk, Endpoint Protection, ADManager, ADSelfservice, ADAudit
  - SQL Server, MySQL and PostgreSQL
  - Mimecast email security, such as spam, malware, and phishing.
- Certifications in Windows and VMware technologies are preferred.
- Understanding of networking concepts, such as TCP/IP, routing, and switching
- High level of personal organisational skills, including time management, self-motivation and planning.
- Strong analytical and problem-solving skills.
- Excellent communication skills and ability to work collaboratively with other IT staff members, software developers, and business users.

DESIRABLE REQUIREMENTS

- Previous knowledge and experience working with the following:
  - Symantec End Point Protection, Sharepoint, Office365
  - HP Storage Systems
  - Remote device management
- Knowledge of ITIL best practices and experience with ICT service management tools, such as ServiceDesk.
- Ability to work on multiple projects simultaneously and prioritize tasks based on business needs.
- Demonstrated understanding of, and interest in, the lived experiences of Aboriginal people in the NLC region.

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Date Finalised: February 2024