

POSITION DESCRIPTION

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| Position Title: | ICT Senior Systems and Network Analyst |
| Location: | Brisbane Head Office |
| Last Review Date: | May 2019 |
| Approved By: | |

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| Department/Team: | Financial Delegation: |
| > ICT | > n/a |
| Direct Reporting Line: | Professional Reporting Line: |
| > ICT Operations Manager | > |

Our Vision

We will improve the health of people in remote, rural and regional Queensland.

Our Mission

We will provide excellence in, and access to, primary health care and aeromedical services across Queensland.

Our Promise

Further Corner, Finest Care.

Values

Safety and Quality > At all times, with a patient-centred focus

Mutual Care and Respect > For patients, supporters, stakeholders and each other

Commercially Astute > Agile and forward-thinking, to lead the RFDS into the future

Open and transparent > In all our dealings

Collaborative > Encouraging and empowering of each other

Proud and passionate > In all that we do

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| Title | Position Description - Employee | Document Id | D00200065 |
| Parent | Human Resources Manual HRM-01 | Version | 14.0 |
| Chapter | Recruitment and Selection | Modified | 27/02/18 |

Position Purpose

The ICT Senior Systems and Network Analyst will provide support to the ICT Operations Manager in the management of ICT infrastructure and information systems, ensuring delivery of ICT services and systems, and supporting a sustainable ICT environment. The ICT Systems Engineer will assist in the design of new systems, the planning and managing of ICT changes and roll-outs, and provide onsite and remote incident management and support to staff and users. The ICT Senior Systems and Network Analyst will manage technologies such as Windows servers, cloud servers, Office 365, Active Directory, Router, Switches, Firewalls, Anti-virus, business information systems and other ICT systems and networks, in conjunction with the internal ICT team, Managed Service Providers and specialised support vendors. The ICT Senior Systems and Network Analyst will be part of an internal ICT Team managing tickets, job priorities, liaising with third party vendors, and ensuring SLAs are met.

All employees have responsibilities for ensuring the safety of our patients and the quality of our services, these responsibilities include following procedures, modelling positive behaviours in line with our Code of Conduct, providing support, supervision and coaching to peers and junior employee team members.

| RFDS Behavioural Competencies | |
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| Analysis & Problem Solving | <ul style="list-style-type: none"> > Breaks information into component parts, patterns and relationships > Probes for further information or a greater understanding of a situation > Uses logical and rational judgement and criteria |
| Communication | <ul style="list-style-type: none"> > Confidently represents self and the RFDS > Maintains professionalism in verbal, written, and electronic communication within and outside the RFDS > Adjusts style to suit the person and the scenario |
| Forward Thinking & Planning | <ul style="list-style-type: none"> > Anticipates relationships between current plans, tasks, situations and future events > Manages time effectively > Anticipates implications due to changed circumstances |
| Responsibility & Accountability | <ul style="list-style-type: none"> > Ensures expected performance outcomes are achieved > Demonstrates initiative > Is accountable for their decisions and individual outcomes |
| Decisiveness | <ul style="list-style-type: none"> > Prepared to make decisions > Commits to a definite course of action |

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| | > Decisions and actions taken are appropriate to the situation |
| Productivity | > Works in a systematic, methodical and orderly way > Maintains quality at all times > Uses assigned resources to achieve desired objectives |

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| Responsibilities and Measures of Success in the Role | | |
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| Key Result Areas | Responsibilities / Tasks | Key Performance Indicators |
| Management of ICT Environment | <ul style="list-style-type: none"> > Perform the migration of all hosted servers from Datacom's data centres to the RFDS Azure tenancy > Perform and manage the deployment, monitoring, maintenance, upgrade, administration and support of RFDS ICT systems including hardware and software applications > Plan and manage system changes for the maintenance and advancement of the ICT environment > Provide advice to the ICT Operations Manager and CIO on ICT related issues and make recommendations on technical solutions for senior management and employees | <ul style="list-style-type: none"> > Servers are migrated to Azure cloud with minimal operational impact on RFDS business processes > Services post-migration are operating to an acceptable standard, matching or exceeding current performance and availability standards > RFDS ICT systems in general are functional and maintained to a reasonable standard > ICT incidents are appropriately managed and post incident reviews are conducted as required > ICT Changes are effectively managed > Third party providers are engaged and responsive within the ICT Change and Incident management processes |
| Technology Management | <ul style="list-style-type: none"> > Conduct market research to remain current and informed as to industry trends and emerging technologies to support innovation and improved stability of the ICT environment > Ensure compliance with best practice ICT security and ITIL processes > Maintain a strong understanding of current ICT systems ensuring these deliver on varying business needs and delivery beneficial and efficient organisational outcomes | <ul style="list-style-type: none"> > Opportunities of current ICT systems and assessment of future ICT needs are identified, and recommendations provided to senior management for informed decisions > Systems architecture, defined standards and protocols are developed and maintained > RFDS ICT environment is compliant with best practice security and ITIL processes |
| ICT Services and Performance | <ul style="list-style-type: none"> > Develop and maintain a prioritised work program and schedule for assigned technology projects | <ul style="list-style-type: none"> > ICT Team, ICT vendors and employees are kept abreast of any upgrades or changes to the ICT environment and are capable of responding to those changes |

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| | <ul style="list-style-type: none"> > Ensure well developed communication and change management plans exist for any upgrade or changes to the ICT environment > Manage assigned ICT problems, identifying root cause and developing resolution strategies > Identify ICT related risks, issues and mitigation strategies and escalate to management | <ul style="list-style-type: none"> > ICT incident and problem management targets are achieved > ICT risks and issues are identified and mitigated |
| Contributing to a High Performing Culture | <ul style="list-style-type: none"> > Understands and supports the strategic and commercial objectives of the organisation, assimilating key messages and asking clarifying questions to ensure alignment and commitment > Looks for opportunities to challenge the status quo and explore new ideas, and works with team and leader to implement changes that add value and improve service delivery > Is a supportive and cooperative team member, remaining aware of workload and activities within the team and proactively seeking opportunities to assist team and leaders where possible > Works positively with cross-functional team members, seeking to understand differing priorities and utilise strengths, and to work as an aligned and cohesive RFDS team > Takes accountability for own behaviour and performance, adopting a “no blame” approach that focuses on collaboration, learning and solutions | <ul style="list-style-type: none"> > Demonstrated up-to-date knowledge of key messages, updates and activities across the entire organisation > Demonstrated examples identifying and participating in changes that align to organisational values and objectives > Leader and peer feedback reflects cooperation and support > Leader and peer feedback reflects collaboration, and that competing interests and priorities are handled respectfully and escalated appropriately > Meets role expectations and set KPIs are understood, owned and achieved |
| Performance and Development Review | <ul style="list-style-type: none"> > Positively participates and contributes to the RFDS' Performance and Development Review program | <ul style="list-style-type: none"> > Completes self assessments on an annual basis or as requested by Manager / HR > Constructively and positively participates in performance discussions |

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| Quality and Compliance | <ul style="list-style-type: none"> > Ensures a safe working environment for all employees by compliance with all relevant Occupational, Health, Safety & Welfare and Equal Employment Opportunity obligations > Contributes to business improvement/quality programs and enterprise risk management activities > Complies with RFDS policies and procedures > Ensures conduct at all times is professional, reputable and in accordance with philosophy and direction of the RFDS | <ul style="list-style-type: none"> > Compliance with all Occupational, Health, Safety & Welfare and Equal Employment Opportunity obligations > Knowledge, understanding and compliance with RFDS policies and procedures, standard operating procedures and protocols |
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| Working Relationships | |
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| Internal | External |
| <ul style="list-style-type: none"> > All RFDS Employees and Managers > Other RFDS Sections > RFDS Board | <ul style="list-style-type: none"> > The general public > Other primary health care organisation and service providers > Government, non-government, and community organisations > Volunteers, fund raisers and donors > All other RFDS stakeholders |

| Qualifications / Registrations / Memberships |
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| <ul style="list-style-type: none"> > Formal qualifications in information, communications or technology from a recognised tertiary institution or extensive demonstrated equivalent skills and experience > ITIL V3 Foundation training and certification highly desirable > Microsoft MCSE certification(s), or proven equivalent experience > Cisco Certified Network Associate (CCNA) or equivalent proven experience |

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Essential skills and experience

- > 6+ years of experience in ICT operations and/or support functions
- > Exceptional technical knowledge of hardware and software solutions and how it is applied to business processes
- > 3+ years of experience in Cloud technologies, such as Microsoft Azure or AWS
- > 3+ years of experience in Networking and firewall technologies
- > 3+ years of experience in Hyper-V or vSphere virtualisation and underlying hardware configuration
- > Experience with Active Directory, MS Exchange Server/Exchange Online, Anti-virus and backup software and Office 365
- > Extensive experience with rollouts, deployments and scripting (Powershell)
- > Change Management experience

Desirable skills and experience

- > Experience with ServiceNow, Office 365 applications including Teams, Skype (Online) and SharePoint (Online) operations
- > Experience in VoIP, CCTV and Video Conferencing technologies
- > Security operations experience with knowledge of IT security principles and experience designing secure systems
- > Cisco Certified Network Professional (CCNP) certification

Additional Information

- > This role will be required to undergo a pre-employment drug and alcohol test and will continue to be subject to random drug and alcohol testing
- > This role will need the ability to travel within Queensland
- > From time to time there may be a need to work out of hours to perform scheduled system changes or respond to unscheduled outages affecting critical systems

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Sign off:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Wolfgang Krause
Chief Information Officer

29/05/2019

Andrew Barron
Chief Operating Officer

Date

Phoebe Burgess
Head of People & Culture

Date

As occupant of the position I,....., acknowledge, understand and agree to the statement of duties, responsibilities and other requirements as detailed in this document.

(Employee Signature)

Date

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