POSITION DESCRIPTION

City of **Canada Bay**

Position Title:	Systems Administrator
Department:	Information Systems
Division:	Corporate Services
Grade:	9
Approved Status:	Permanent Full Time
Last Reviewed:	June 2020
Reviewed By:	Senior Systems Administrator

1. Objectives of Position

1.1. Provide quality customer service and high-level support to Council staff, Councilors and customers for Information Systems' desktops, servers, network, applications and general technology.

1.2. Effective provisioning, installation / configuration, operation, and maintenance of systems hardware, software and related infrastructure, with focus in the VMWare and Microsoft server virtual and physical environments, HP/Cisco networking environments and the Desktop SOE Environment which includes SCCM

1.3. Participate in technical research and development, supporting the Manager, Information Systems and Senior Systems Administrator to enable continuing innovation within the Council's IS infrastructure.

1.4. Provide high-level support to the Helpdesk for escalated incidents and problems.

2. Key Accountabilities

2.1. Technical/Operational

2.1.1. Provision of high-level support and training to all Council staff, sites and Councilors on Council's desktop applications and general infrastructure.

2.1.2. Proactively ensure Information Systems are available to Council branches, libraries, depots and remote sites.

2.1.3. Provision of on-call and out-of-hours support according to the Information Systems team roster.

2.1.4. Ensure operational maintenance tasks are completed in a timely and accurate manner.

2.2. Financial

2.2.1. Carry out purchasing to support the Information Systems team guided by Council Procurement Policy, financial delegations and team requirements.

2.3. Management & Leadership

2.3.1. Support Senior Systems Administrator & Desktop and Customer Support Officers.

2.3.2. Manage personal incident, problem, change and other tickets in Information Systems Helpdesk applications.

2.3.3. Monitor Information Systems Helpdesk ticket queues to ensure adherence to in-place service levels.

2.3.4. Monitor system availability.

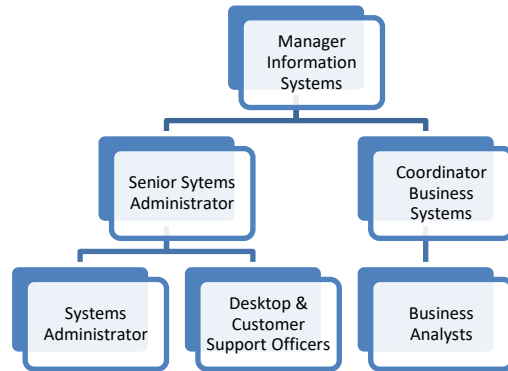2.3.5. Manage support databases and information systems to support the operation of Council's Information Systems.

2.4. Communication, Consultation & Engagement

2.4.1. Clearly and proactively communicate system outages to relevant Councilor staff and/or customers.

2.5. General

2.5.1. To comply with the operational responsibilities unique to the position as outlined in the attached schedule.

2.5.2. Collaborate and communicate with Information systems team members to create an enthusiastic and motivated atmosphere where staff work with a sense of urgency.

2.5.3. Support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to improve operational efficiency.

2.5.4. Carry out additional tasks within your skill set as assigned by the Senior Systems Administrator.

3. Position/Department Structure

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                    Manager
                  Information
                    Systems
                        |
          +-------------+-------------+
          |                           |
    Senior Sytems              Coordinator
    Administrator                Business
          |                      Systems
    +-----+-----+                    |
    |           |                    |
 Systems    Desktop &           Business
Administrator Customer           Analysts
            Support Officers
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4. Essential Knowledge, Skills and Experience (Essential Criteria)

4.1. To succeed in this role, you'll require at least 4+ years of Systems Administration experience with at least 3+ years of Desktop Support experience which this role requires especially around the Desktop SOE.

4.2. Demonstrated experience in support, administration and maintenance of virtual server environments particularly VMWare vSphere 6.7

4.3. Highly developed skills and knowledge in designing, implementing and supporting Microsoft Windows Server Infrastructure with particular reference to Active Directory, Exchange, Group Policy, Windows Server and Domain services.

4.4. Experience with O365 Support/Implementations - in particular Exchange Online, Teams, SharePoint Online and O365 Desktop Apps.

4.5. Ability to implement, administer, and troubleshoot network infrastructure devices, including wireless access points, firewall, routers and switches - preferably Meraki AP's, HPE Networking and Sophos Firewalls.

4.6. Highly developed communication and interpersonal skills, both written and verbal

4.7. Ability to develop, analyze and interpret technical diagrams and document procedures for the Service Desk

4.8. High level SCCM experience in terms of OS Deployments, In-Place Upgrades and Windows/Application Patching.

4.9. Project management skills and experience delivering projects of all kind such as Desktop Rollouts and MDM Migrations etc.

4.10. Ability to organize your time, work in a team and assist the Service Desk from time to time.

5. Desirable Knowledge, Skills and Experience (Desirable Criteria)

5.1. Microsoft Certifications

5.2. TechOne and ECM CiAnywhere exposure.

5.3. Video Conferencing and Audio-Visual Equipment skills

5.4. Experience with Skype for Business to Teams Migrations.

5.5. Demonstrated experience working in a political environment including an understanding of the business of local government and its enterprise applications.

6. Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: _____   Date: _____

              Appointed employee

Signed: _____   Date: _____

              Supervisor / Manager

Signed: _____   Date: _____

              Director / General Manager

6. Agreement

SCHEDULE OF OPERATIONAL RESPONSIBILITIES

1. Work, Health & Safety Responsibilities

1.1. Worker

A worker's responsibilities include, but are not limited to:

    1.1.1. Taking reasonable care for his/her own health and safety.

    1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.

    1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.

    1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.

    1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.

    1.1.6. Actively participating in injury management and rehabilitation programs.

    1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.

    1.1.8. Maintaining all tickets, licenses, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.

    1.1.9. Attending all specified training and induction courses.

    1.1.10. Contributing to workplace practice and procedure reviews.

    1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.

    1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.

    1.1.13. Participating in workplace inspections.

    1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

2. Equal Employment Opportunity Responsibilities

Comply with Equal Employment Opportunity (EEO) legislation as well as Council's EEO policies & procedures.

3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Councils policies & procedures.

4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councilors and Designated Persons Return'.

6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct

7. Delegations

Delegations for the position are listed in the Register of Delegations for Corporate Services and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

8. Organization Values

8.1. Creativity

All staff are encouraged to explore opportunities and new ideas.

8.2. Fun

We choose to create a great place to work.

8.3. Leadership

We inspire and enable staff to bring out the best in themselves and each other.

8.4. Teamwork

We work together collaboratively, and in support of each other.

8.5. Respect

We treat each other the way we would like to be treated.

9. Acknowledgement

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialed: _____   Date: _____

        Appointed employee

Initialed: _____   Date: _____

        Supervisor / Manager