**Purpose:** The IT Administrator will provide the delivery and support of Information Technology used by all functional areas of health.com.au.

**Reports to: Information Technology Manager**

**Direct reports: None**

**WHAT you do**

| **Key Accountabilities** | **Measures** |
| --- | --- |
| * Monitor and maintain company firewalls in cooperation with external security sources to ensure security of company data at all times.
* Maintain core systems including hardware and software configuration of network switching, VMware, SQL, Citrix, SAN/NAS and servers.
* Provide after-hours support for IT matters including implementation of upgrades and maintenance of critical systems.
* Implementation of infrastructure upgrades.
* Participate in business wide project work as required.
* Patching of server and client software according to best practice.
* Monitor and where appropriate initiate, introduce or modify operating procedures when core system modifications, enhancements or changes are implemented.
* Update the company’s disaster recovery plan and ensure effective operation of the plan is thoroughly tested at regular intervals (at least every 6 months).
* Ensure compliance with relevant software licensing agreements.
* Monitor key systems and respond as required, i.e.:
	+ Network
	+ Servers
	+ Power
	+ Websites
	+ Storage
* Provide 1st – 3rd level support for IT related issues
* Log all changes made to the network and infrastructure using existing tracking systems.
* Ensure adequate backups are maintained to facilitate system and data recovery.
* Support the company phone system and maintain associated servers.
* Maintain strong external vendor/provider relationships.
* Maintain a secure network/server and client environment to minimise risk for health.com.au.
* Investigate and report on new technologies as required or specified by IT manager.
* Mobile device management including:
	+ Mobile phones
	+ Laptops
	+ Tablets
* Other duties as directed by the IT Manager and/or CIO.
 | * TBC
 |

**HOW you do it**

|  |  |  |
| --- | --- | --- |
| **Values**  | **Weight** | **Description**  |
| Integrity | 20% | * Shows discipline and consistency to execute the role thoroughly
* Is accountable for their actions, admits mistakes, learns from them and makes changes – doing what you say that you will do
* Be reliable and accountable to your crew
* Always behaves in a professional manner
 |
| Ambitious | 20% | * Go above and beyond for the customer, and seek ‘First Call Resolution’
* Is always open-minded and keen to learn new tasks and skills and follows the solution to completion
* Is proactive – shows initiative to go above and beyond what is required to reach solutions
 |
| Confident | 10% | * Is decisive when making decisions
* Paint a full Picture
* Is optimistic and has belief in their ability and their actions in the role
 |
| Vibe, Attitude and Passion for health.com.au | 20% | * Has high energy and actively helps to create a great place to work
* Displays enthusiasm towards their role, teammates and customers
* Actively displays a positive approach to their role and tasks
* Demonstrates desire to achieve health.com.au’s business objectives
* Shows passion for the health.com.au brand and respects its customers
 |
| Team Focus andInnovation | 30% | * Acknowledges and accepts that others work and think differently
* Respects others and considers the impact of their actions and behaviours
* Values the input and know-how of other team members looks for opportunities to help others
* Works with other team members toward a common goal, facilitating a team solution
* Embraces a paperless environment
* Has both an Inward and outward positive experience
* Constructively questions the way things are done and suggests ways for continuous improvement
* Knows the marketplace and keeps track of new technologies and trends that can improve quality and service
* Embraces change
* Actively seeks out and implements new ideas that support the business
 |

**Specific Job Competencies**

**Professional Conduct**

* Respects privacy & confidentiality at all times
* Remains calm and focused in all dealings with internal and external customers and in all aspects of their position.
* Consistently displays a genuineness, honesty and reliability.
* Effectively manages challenging situations, including in a time of crisis.
* Is a champion of the Company strategy and other corporate initiatives.

**Strategic Planning**

* Obtains information and identifies key issues and relationships relevant to long term goals and visions.
* Develops alternatives based on logical assumptions, facts, resources, constraints and organizational values.
* Implements a course of action to accomplish long term goals and visions.

**Conceptual Thinking**

* Understands situations or problems by identifying patterns or connections and addressing key issues.
* Recognises when and how parts of an issue or situation affect individual and group performance.
* Sees the big picture in complex situations.

**Operational Decision Making**

* Influences day to day decisions within the operations resources within the business unit, in line with organisational goals and objectives.
* Identifies and understands current issues, problems and opportunities. Compares data from different sources to draw conclusions.
* Develops alternative solutions and chooses the most effective course of action.
* Takes action that is consistent with available facts, constraints and probable consequences.

**Teamwork and Collaboration**

* Generates a friendly working atmosphere.
* Models respect, helpfulness and cooperation.
* Encourages others into a deep sense of commitment to organisational effectiveness and collective effort.
* Builds collaborative spirit and identity.

## Essential Skills and Experiences

**Communication (verbal and written)**

* Clearly conveys and cascades information and ideas to individuals or groups in ways that engages the audience and helps them to understand and retain the message.
* Is consultative and seeks to personalise communication to meet the internal/external customers’ needs.
* Checks that messages are received and follows up accordingly.
* Actively listens for understanding and then responds in an appropriate manner to resolve issues.

**Business Acumen**

* Makes sound commercial decisions based on a long term view of member needs, strategic direction, industry developments, political environment, commercial viability and other socio - economic factors.
* Understands PHI industry, corporate finance and reporting. Understands the relationship and implications of product, premium and claims calculations as relevant to their position.
* Demonstrates their knowledge of sound business processes and practices through the delivery of effective outcomes and value adding initiatives.
* Demonstrates a sound understanding of contemporary Occupational Health and Safety standards, Equal Opportunity and other aspects of people management.

**Accountable**

* Understands their role and focuses on delivering measurable and relevant results.
* Demonstrates a sense of ownership.
* Takes responsibility for identifying issues and ensuring that sound solutions are found and implemented.

**Initiative**

* Has a sense of usefulness. Has what it takes to control their own destiny.
* Seizes or creates opportunities.
* Doesn't wait for opportunities.
* Eager to minimise red tape.
* Willing to question rules to create better opportunities for the future.

**Continuous Improvement/Quality**

* Originates action to improve existing business conditions and processes.
* Uses appropriate methods to identify opportunities, implement solutions, measure their impact and actions further improvements.

## Educational Qualifications

* Tertiary qualification in a relevant area i.e. Business Information Systems, Computer Science (Highly Desirable)
* Industry Certifications i.e. VCP, MCSA, CCNA, ITIL (Highly Desirable)

## Experiential Requirements

* 5+ years commercial experience in the Information Technology field (Essential)
* Experience in the specification, development, testing and implementation of system changes either from an IT or user perspective (Essential)
* Demonstrated High level knowledge and experience in Microsoft packages including Active Directory, IIS, DNS, SQL Server, Windows Server, Exchange Server (Essential)
* Demonstrated high level knowledge and experience working in a virtual environment. (Essential)
* Demonstrated high level knowledge and experience in network configuration i.e. VLAN’s, ACL’s, routing, etc. (Essential)
* Demonstrated high level Knowledge and experience in deploying, upgrading and maintaining technologies such as Citrix XenApp/XenDesktop and Terminal Services. (Essential)
* Experience configuring Storage Area Networks including FC Switches, HBA’s, zones, multipathing, etc. (Highly Desirable)
* Experience configuring and administering Internet Filtering and Intrusion Prevention Systems (Highly Desirable)

## Physical Job Design – Statement of Works

Administrative roles are primarily focused on the processing of work where the majority of each shift involves:

* Being seated at a desk for long periods of each shift
* Use of PC including the use of keyboard and mouse
* Use of telephone (incoming and outgoing calls)
* Other tasks may include collecting work at the printer/ fax machine, photocopying, distributing documents for letter folding.