

## JOB DESCRIPTION

<b>Job Title</b>	<b>IT Support Administrator</b>
<b>Department</b>	<b>IT</b>
<b>Responsible to</b>	<b>Head of IT (UK based) / Financial Controller Australasia</b>

### **Overall Purpose and Aim of Role:**

To provide IT support, training and guidance to the North America Key Assets team ensuring functions and processes run smoothly and issues are rectified within agreed SLA timeframes.

### **CORE RESPONSIBILITIES**

- To maintain and administer 1<sup>st</sup> line and 2<sup>nd</sup> line service desk services provided by Key Assets.
- To attempt solutions to IT problems found within any part of the IT systems provided through Key Assets, to agreed levels.
- To maintain a support log using Service Desk Plus ticketing system, escalating relevant issues up to Senior Support in the UK as required.
- To perform regular administration tasks to maintain and monitor IT system servers, WAN systems or PC's as required. To perform regular administration tasks to maintain and monitor IT system servers, WAN systems, Servers or PC's as required, including:
  - Maintaining Windows clients, printers etc
  - WAN ADSL Routers, LAN Switches
  - MS Office
- To provide onsite technical support if required inclusive of International site visits or assisting external providers in systems installations and support.  
To administer reporting systems on systems and systems processes as required.
- To liaise with clients on systems issues and effectively communicate to relevant staff
- To accurately administer and record all relevant data in database systems as required to level agreed.
- Assist in technical elements, supporting projects involving Key Assets departments, such as office moves or liaison with building, IT & telecommunications departments and external providers.
- Be aware of the requirements of client agreements and ensure that service provision is as required.
- Manage end user accounts, permissions, access rights, group policy and storage allocations in accordance with best-practices regarding privacy, security, and regulatory compliance.
- Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems on servers, and workstations. Escalate incidents as necessary.
- Participate in negotiations with vendors, outsourcers, and contractors to secure software products and services locally.
- To play a key part in our business continuity plans including making the recommendation to invoke the plan while working OOH. In times of crisis be part of

the primary team who are sent to man our recovery centre to keep service operational.

- Be aware of and comply with policies and procedures set down by Key Assets and the larger Core Assets Group including but not limited to Health & Safety Policies and Equal Opportunities Policies
- Undertake additional specific administration tasks, as directed by the Head of IT, directly related to the post.
- Maintain strict confidentiality in relation to the work undertaken.
- Attend and participate in team meetings, training courses, supervision sessions and appraisals, as deemed necessary for the pursuance of the post.

### **GENERAL**

- Operate within the Departmental Work Practices and take responsibility for their implementation.
- Contribute to the training and support of Key Assets employees as discussed and agreed with their managers.
- Ensure work is performed according to the Operational Level Agreements/ Targets as agreed with the business.
- Maintain up-to-date processes, procedures and work practices.
- Work as an individual or project leader to improve working practices and implement change throughout the unit to improve customer satisfaction.
- Travel between various North American Sites will be required.
- Support the IT Management Team.

### **TECHNICAL SKILLS**

#### **Essential:**

- Active Directory
- Group Policy Creation and Management
- Microsoft Office SharePoint Server 2007,2010
- Microsoft Office 2010, 2013
- Windows Server 2008,2012
- Active Directory Sites and Services
- DNS, DHCP
- Logon scripts using:
  - *VBScript*
  - *Windows WMI Scripting*
- Server Configuration
- Server Hardware
- General Telecommunications support

#### **Desirable**

- Citrix Xenapp / Xendesktop
- Azure Cloud

**This role may involve travel, interstate or internationally, including overnight stays away from home**

#### **Additional Duties**

- The post holder will be expected to demonstrate the Key Assets' values
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.

**It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.**

<b>Signed by Job Holder:</b>	
<b>Date:</b>	
<b>Signed by Line Manager:</b>	
<b>Date:</b>	

**PERSON SPECIFICATION**  
**IT SUPPORT ADMINISTRATION**

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

**Key:** Assessed by Application Form: **A**  
 Assessed at Interview: **I**  
 Assessed by Test/ Exercise (if applicable) **T**  
 Assessed by Documentary Evidence **D**

	<b>Essential/ Desirable</b>	<b>Shortlisted Criteria</b>	<b>A</b>	<b>I</b>	<b>T</b>	<b>D</b>
<b>Education/ Qualifications</b>						
<ul style="list-style-type: none"> <li>Qualification in Computer Science or related discipline or significant industry experience combined with completion of relevant industry courses/qualifications</li> </ul>	Essential	✓	✓	✓	✓	✓
<ul style="list-style-type: none"> <li>Microsoft Certified Professional or equivalent</li> </ul>	Essential	✓	✓	✓	✓	✓
<b>Experience/ Training</b>						
<ul style="list-style-type: none"> <li>Comprehensive understanding of Microsoft Client/Server operating systems</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Minimum 3 years industry experience in an equivalent role</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Broad understanding of LAN/WAN technologies</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Proven experience in an IT Support/Systems Administration role for a business with multiple sites/locations</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Experience in supporting the setup or relocation of office environments</li> </ul>	Desirable			✓		
<ul style="list-style-type: none"> <li>Proven ability to diagnose, evaluate and devise solutions to hardware and software problems on servers and workstations</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Experience in negotiation and liaison with external vendors/providers</li> </ul>	Desirable			✓		
<ul style="list-style-type: none"> <li>Experience maintaining a Service Desk support log</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Experience of administrative work</li> </ul>	Desirable			✓		
<ul style="list-style-type: none"> <li>Experience in training others in basic IT support/troubleshooting</li> </ul>	Desirable		✓	✓		
<b>Knowledge</b>						
<ul style="list-style-type: none"> <li>Ability to provide up to 2<sup>nd</sup> line of support for IT systems</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Ability to establish when escalation is required to International IT team</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Knowledge of Group Policy Creation and Management</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Knowledge of Server Configuration</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>High level numeracy and literacy skills</li> </ul>	Essential			✓	✓	
<ul style="list-style-type: none"> <li>Knowledge of Active Directory</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Knowledge of Microsoft Office 2010, 2013 and Windows Server 2008,2012</li> </ul>	Essential	✓	✓	✓		

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<ul style="list-style-type: none"> <li>An understanding of network protocols</li> </ul>	Essential			✓		
<b>Personal Qualities</b>						
<ul style="list-style-type: none"> <li>Ability to communicate simply and effectively, both verbal and written, with a diverse staff group at all levels, recognising potential language barriers and cultural differences</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Tenacious, diligent and resilient with the ability to adopt a creative approach to problem solving in a fast paced environment</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work with senior management to promote the Learning and Development agenda in accordance with local legislation and company best practice</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>To be able to evidence an understanding of the use of IT and electronic communications including Microsoft Office Applications; Word, Excel, Access, Visio and email</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Keen eye for detail and ability to work with a number of different terms, conditions and processes simultaneously</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Ability to think quickly and act appropriately to business need</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work respectfully in partnership with internal and external departments, agents/consultants and training providers</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to work with cultural advisors to ensure that training material and delivery methods are culturally relevant</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to work on own initiative and work as part of a wider international support team</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Demonstrate initiative and creativity and work to quality standards</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Self-starter with the ability to work with a degree of autonomy, in a creative manner, within Company policies and procedures</li> </ul>	Essential	✓		✓		
<ul style="list-style-type: none"> <li>Reliability, flexibility and dependability</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to create a positive working environment where people have the opportunity to reach their potential</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability to maintain confidentiality</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Ability to work under pressure and handle changing priorities</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work with others in remote locations</li> </ul>	Essential		✓	✓		
<b>Miscellaneous</b>						
<ul style="list-style-type: none"> <li>A commitment to Equal Opportunities and OH&amp;S in all work practices</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>A commitment to providing a professional and quality service</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability and willingness to work flexibly including, early morning and evening work as necessary to accommodate time zones</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Ability and willingness to work flexibly including, early morning and evening work as necessary to accommodate time zones</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Must possess a full current driving license</li> </ul>	Essential	✓	✓			✓
<ul style="list-style-type: none"> <li>To be confident dealing with people in sometimes stressful/ difficult situations or remotely</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Willingness to undertake relevant statutory and personal reference checks</li> </ul>	Essential			✓		

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<ul style="list-style-type: none"> <li>Be prepared to seek advice where necessary</li> </ul>	Essential			✓		

*Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.*

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<b>Date:</b>	