# POSITION: Systems Administrator

CLASSIFICATION: Band 6

EMPLOYMENT STATUS: Full Time Fixed Term – 2 years

**THE ORGANISATION**

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment.  We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities.  Our values are present in what we do and how we do it.  With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating ‘a great place for us’.

**Click** [**HERE**](http://www.southgippsland.vic.gov.au/downloads/file/443/organisational_structure_-_as_at_1_july_2015pdf) **to view Councils entire organisation chart**

**THE POSITION**

The Innovation & Technology Department is responsible for the delivery of high-quality Information Technology, and Corporate Information Management Services to the staff, residents and councillors of South Gippsland Shire Council.

This position fits within the Information Technology (IT) Team which is responsible for carrying out and supporting the IT infrastructure within the organisation, in accordance with prescribed standards and statutory requirements. Providing great service to the team’s customers is a key focus for this position.

The position purpose of this role include -

* Systems and database administration and maintenance for Council’s key corporate systems
* Assessment and mitigation of the likelihood and severity of risk events in relation to key corporate systems.
* Work with Council staff, suppliers and other parties, ensuring the successful delivery of IT projects and objectives to agreed quality, cost and time constraints.
* Provide systems administration to departments, to support the delivery of any IT components of business projects.

The key responsibilities of this role include –

* Design, create, test and document the development and upgrading of required databases for Council in accordance with identified and agreed user needs, corporate priorities and budget.
* Maintain core corporate computer systems and software applications in line with user needs, IT Strategy and budget.
* Manage Council’s data repositories in accordance with relevant organisational policies and defined systems standards, ensuring accuracy, confidentiality and security of Council data at all times.
* Manage systems integration by firstly considering vendor supplied solutions, with in house integration being used when no other alternative is deemed to be suitable for the specific requirements.
* Proactively participate in, the development, coordination and/or integration of IT projects. The role will also have the opportunity to lead projects when ready to do so
* Create business reporting solutions to enable the retrieval of information from corporate systems through meaningful reports.
* Proactively assist users to write and develop reports and queries using industry standard reporting tools.
* Provide professional, friendly and timely customer service (including hands-on assistance) with a customer and industry best practice focus.
* Provide high-level technical support for core corporate applications.
* Carry out routine software maintenance and support of Internet applications and associated databases.
* For each new development and change request, ensure requirements are understood by the team/Department and work with the project managers to baseline them, develop a realistic project plan and budget and involve them in the resolution of any issues arising.
* Produce reports and statistics on information systems issues as directed.
* Assist in the coordination and development of programs for the training of staff in the operation of computer systems and applications as appropriate.
* Prepare detailed documentation of new or upgraded systems to ensure others are able to utilise the information to resolve problems or plan further actions at a later stage.
* Provide advice, support and assistance, as required, to all Departments in the development and implementation of process improvements in regard to all aspects of Council’s computer operations.
* Contribute to the development of technical policy and practice that improves Council’s corporate information management.
* Support the integration of internal and external software applications and systems. Undertake research and provide advice and support in the form of technical solutions to resolve IT related issues and/or to improve the efficacy of Council’s IT environment.
* Provide practical support and assistance to other members of the IT Team in the delivery of IT services.
* Provide practical support and assistance to other Departments in the delivery of corporate activities and projects as required and approved by the Information Technology Coordinator.
* Meet the challenges of change as it occurs within the organisation and make an ongoing, positive contribution to the Corporate & Community Services Directorate.
* At all times maintain the strictest confidentiality regarding ratepayer, customer and employee information.
* Ensure procedures, processes, systems structures and mechanisms of the Department’s activities are followed to deliver high quality customer service.

Please follow the links provided for further information on:

* South Gippsland Shire Council [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au)
* South Gippsland region [www.visitpromcountry.com.au](http://www.visitpromcountry.com.au)
* Gippsland region [www.visitvictoria.com/Regions/Gippsland](http://www.visitvictoria.com/Regions/Gippsland)

To seek further information on this position, or to discuss this employment opportunity further, please contact Mina Ryad, Coordinator Information Technology (03 5662 9200).

**ROLE REQUIREMENTS AND RELATED COMPETENCIES**

**Judgement & Decision Making Judgement & Decision Making**

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| Accountability & Extent of Authority | |
| Band 6 (Generic) | Role Specific |
| * Resource supervision – same as Band 5 * Specialist advice or regulate clients – freedom subject to regulations and policies and regular supervision * Have formal input into policy development, usually of investigative & analytical nature | * Responsible for the successful implementation of delegated projects approved in the Information Technology annual Business Plan and/or by the Executive Leadership Team. * Responsible for maintaining the integration between Council’s corporate databases. * Responsible for maintaining Council Core applications including but not limited to Pathway, HPE CM9, MS Exchange, MS SCCM and Skype for Business. * Authorised to respond to user requests regarding all software applications with regard to providing a service excellence, valued by the team’s customers. * Authorised to provide advice regarding Council’s applications. The impact of decisions made and the calibre of advice given will have a significant effect upon Councillors, Council staff and members of the community, or upon the public perception of the wider organisation, particularly in regard to information management. * Adherence to the adopted Information Technology budget. * The Systems Administrator is frequently required to undertake work of an investigative, analytical or creative nature as the freedom to act is generally prescribed by the Coordinator Information Technology and Manager Innovation & Technology and governed by adherence to various State and Federal Acts or Regulations. * Accountable to complete the requirements of the role, work as a valued member of the team, and do your best for the community and the Council. * Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation. * Accountable to demonstrate and encourage appropriate safety practices, report inappropriate behaviours and incidents, participate in training provided, improve work practices to reduce risk. * Authorised to provide advice regarding Council’s applications. * Freedom to act is limited by standard guidelines, set budgets, standards and procedures but with scope to recommend proposed resources to enable a project to be undertaken. * High level of ethical awareness in relation to confidential & private information. * Authority to initiate the development of procedures and processes. * Develop, maintain, and implement business continuity and disaster recovery strategies and solutions, including risk assessments, and business impact analyses for the business unity plans you have responsibility for. |

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| Judgement & Decision Making | |
| Band 6 (Generic) | Role Specific |
| * Work usually specialised – methods & procedures developed from theory or precedent * Problem solving may involve adapting previous experience to new situations * Guidance & advice usually available | * This position involves considerable everyday problem solving within the Information Technology functions. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem-solving process comes from the application of these established techniques to new situations and as such guidance usually available within the organisation. * The prime responsibility of this position is in the ongoing systems administration of technical solutions to corporate requirements, therefore the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made. * Make independent decisions in accordance with established policies, procedures and legislation. * The incumbent is required to exercise judgement and adaptability in evaluating and deciding on appropriate methods for achieving objectives and in reviewing and recommencing improvements to methods, procedures and practices. Judgement and responsiveness are required in making effective decisions. * The position is required to solve problems as they may arise. This is done with the understanding that the Coordinator Information Technology is to be kept informed of either unresolved issues or concerns that may cause ongoing problems for the Council. This responsibility is taken with the knowledge that the advice and guidance of the Coordinator Information Technology is available. |

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| Specialist Knowledge & Skills | |
| Band 6 (Generic) | Role Specific |
| * Proficiency in the application of a theoretical or scientific discipline * Also understanding of policies of unit & wider organisation * Some positions (particularly resource management) require a familiarity with budgeting techniques | * Ongoing development of skills and knowledge through attending professional development programs and taking a proactive approach to continually improving skills and abilities. * Possess skills in process analysis, problem solving and documentation. * Understanding of information systems technical principles, application environments, operating systems and helpdesk functions. * Ability to develop, maintain, enhance, upgrade and integrate databases for corporate use by multiple users for a range of uses. * Possess skills and knowledge to effectively handle change management issues relating to IT systems development and implementation. * Ability to implement new technologies and business practices to enhance service delivery and reduce costs. * Ability to generate reports, including Crystal Reports (or similar) and extract information from Council’s systems. * Understanding of quality assurance in a technology environment. * Understating of interactions between server-side frameworks, and database servers. * Understanding of n-tier applications. * Understanding of the long-term goals and policies of the team and wider organisation. * Ability to provide coordination of numerous, concurrent activities. * Understanding of relevant policies, procedures and systems. * An appreciation of the long goals of Council and the Innovation and Technology Team. Well-developed administrative skills, verbal and written communication skills and the ability to maintain a high level of attention to detail. * Ability to communicate with all members of the community in a professional manner and with discretion, tact and patience. * Demonstration of Full SDLC (Software Development Lifecycle) experience. * Demonstrated development qualifications or experience in one or more of the following; Visual Studio, ASP.NET, Silverlight, AJAX, Java, Java script * Demonstrated experience in managing a corporate IT database systems. |
| Management Skills | |
| Band 6 (Generic) | Role Specific |
| * Skills in managing time, planning of own work and where appropriate of other employees * If managing – able to implement EEO, OH&S & training/development | * Ability to organise own workload and where required, that of others in order to achieve the required objectives whilst considering organisational priorities. * Where the position requires support from or provides leadership to staff within the team or other departments, the achievement of goals and objectives requires adherence to set timelines. * Ability to adapt to changes in the work area. * Understanding of, and ability to implement personnel practices including equal opportunity and health and safety, training and development. * Ability to make decisions and problem solve in occasionally complex situations. * Ability to work independently and show initiative as well as effectively in a team environment. * Ability to work effectively with professionals and other staff in the organisation. * Ability to positively respond to changing demands. |

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| Interpersonal Skills | |
| Band 6 (Generic) | Role Specific |
| * Also the ability to liaise with counterparts in other organisations to discuss specialist matters and within the organisation to resolve intra-organisational problems | * The ability to work as an effective member of a team to maximise the effectiveness and efficiency of the team. * Excellent customer service skills. * Well-developed written and oral communication skills. * The ability to liaise and gain co-operation and assistance from employees and key stakeholders in the organisation regarding specialist matters. * The ability to adapt to changes in technology. * Effective communication skills to relate to a wide range of external and internal customers. * Ability to discuss and resolve problems – internally and externally. * Influencing, relationship building and conflict resolution skills to enable productive resolutions. * Demonstrated ability to work within a multi-disciplinary team. * Self-starter with energy, enthusiasm and the ability to work independently. * Demonstrated conflict resolution skills, time management skills and positive attitude towards helping other employees. * Ability to encourage department members to work cooperatively. * Ability to maintain professionalism, integrity and confidentiality. * Demonstrated problem solving skills. * Strong customer focus. |

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| Qualifications & Experience |
| * Tertiary qualifications, post graduate desirable, in IT Management or similar and some relevant experience, or lesser formal qualifications with substantial experience in IT related project management and network administration. * Demonstrated experience in coordinating the analysis of customer system needs and systems administration of complex databases required to meet the requirements of a broad service- based organisation. * Experience in SQL 2012-2016 and database structures and methodology, report writing and Web or Internet applications development. * Experience in information systems project management. * Experience working with Data Warehouses. * Experience working on projects with automated deployments and short release cycles. * Experience working in an Agile development environment. * Experience working in cross-functional project teams. * Well-developed communication and negotiation skills. * Current Victorian Driver’s Licence. |
| Role Specific Selection Criteria |
| * Tertiary qualifications, post graduate desirable, in IT Management or similar and some relevant experience, or lesser formal qualifications with substantial experience in IT related project management and network administration. * Demonstrated application development experience. * Demonstration of Full SDLC experience. * Demonstrated development qualifications or experience in one or more of the following; Visual Studio, ASP.NET, Silverlight, AJAX, Java, Java script * Demonstrated experience in managing a corporate IT database systems. * Proven ability to undertake projects related to Information Technology. * Demonstrated well developed written and oral communication skills, and time management. * Demonstrated excellent customer service skills. * Current Victorian Driver’s Licence. |