POSITION DESCRIPTION

Position Title	Senior Systems Administrator
Department/Section	Corporate Services / Information Technology
Reporting to	Chief Technology Officer
Location	65 Homebush Road, Strathfield and
Salary Grade	22

Organisational Environment and Council Values

Refer to the Working at Strathfield Council page on our website.

Organisational Structure

Department

Corporate and Financial Services are responsible for the provision of services relating to:

- Records
- Finance
- Administration
- Customer Service
- Human Resource
- Information Technology

Section

The Information Technology (IT) section facilitates and supports a range of IT services to the organisation including the management of Council's information technology, IT infrastructure, Project Management, Public Technologies and Services, Technology innovation, and provision of advice and support services to internal staff and communities.

Note:
This Position Description and all associated information is not to be considered as a comprehensive, complete and / or exhaustive 'list' of responsibilities, duties, criteria or outcomes. It is indicative only.

The position is part of a team and as such the incumbent is required to know and learn the roles of others in the team, help other team members and assist in any role as and when required in accordance with the Local Government (State) Award.

The position incumbent should be aware that their role and position is dynamic. Continuing development, change and enhancement of processes, practices, new technology knowledge, enhanced skills and behaviours is highlighted and expected by Strathfield Council. People and jobs change and develop over time and this position description is intended to facilitate this change environment (as a living document), where the incumbents active involvement in this endeavour is required.

An outstanding level of customer service is mandatory, along with a 'can-do / whatever it takes' attitude to ensure our select client base receives an unrivaled level of service and the highest standards of technical support. In return, you will be joining an enthusiastic team of like-minded professionals and working within a highly supportive management structure.

All duties, tasks and responsibilities etc. must be done to the best of the incumbents' abilities in a timely, effective and efficient manner and to the satisfaction of the Chief Executive Officer.

Position

The main purpose of this role is to assistant the Chief Technology Officer to achieve the business changes, project management and assistance, Infrastructure management and improvement, cloud technology implementation to service the business and local communities.

Major challenges of the position

The major challenges for the position are:

- As this position involves considerable supporting and managing the IT technology team to better support and implementation the new Cloud technologies and infrastructures. supporting and upgrading IT Infrastructure, business applications maintenance and integration service, project management and assistant on all kinds of new business requirements

- To come up with innovative, cost effective and timely solutions to problems that will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

- Strong attention-to-detail, well-rounded technical skills and an ability to work well under pressure. Evidence well-developed problem solving and troubleshooting abilities and display initiative, flexibility and drive.

Work Health and Safety (WHS) responsibilities

All workers must take reasonable care for their own health and safety and comply and cooperate with reasonable instructions, policies and procedures regarding the safety and health of other persons and workplaces.

Managers and supervisors have a positive duty to exercise due diligence to ensure that Council complies with its safety operations. The employee who occupies these jobs must acquire and keep up-to-date knowledge of Council's work, health and safety systems which include plans, policies and procedures. Managers and supervisors must have an understanding of work health and safety matters within their scope of operations and ensure that processes for compliance are implemented.

All Council workers are expected to:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as affect the health and safety of yourself or others
- Participate in development of safe work procedures and risk assessments with your Supervisor when required
- Actively participate in WHS inductions and training when required
- Wear and use Personal Protective Equipment (PPE) in the prescribed manner and when specified

- Participate in workplace inspections if required
- Use and maintain plant or equipment of any kind, including computer and other telecommunication devices in accordance with instructions and procedures
- Participate in emergency preparedness training, including any required knowledge for business continuity plans
- Report all hazards, near misses and damage as per the SMC reporting procedure
- Participate in accident and incident investigations as required

Certificates of Competency / Licences

Where required for the position, either by legislation, conditions of employment or through SMC policies and procedures, maintain current certificates, licences, operative training etc, and advise of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses that occur at work immediately
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Key Accountabilities

- Provide professional, friendly and timely customer service (including hands-on assistance) with a customer and industry best practice focus.

- Design and day to day management of Council's IT Infrastructure components to meet application software requirements, customer expectations & best-practice.

- Maintain core corporate systems and software applications in line with user needs, IT Strategy and budgetary constraints.

- Response with the technology infrastructure and standby call services required for any outages or urgent services

- Associate with Chief Technology Officer with IT infrastructure changes and upgrading, lead the development, coordination and/or integration of IT projects.

- Capture and analyse individual Department business requirements to ensure the development and implementation of core systems to improve the effectiveness, and where possible the efficiency of their services.

- Manage Council's information repositories in accordance with relevant organisational policies and defined systems standards, ensuring accuracy, confidentiality and security of Council information at all times.

- Produce reports and statistics on information systems issues as directed, detailed documentation of new or upgraded systems

- Assist in the coordination and development of programs for the training of staff and team members in the operation of technologies and new technologies.

- Monitor IT infrastructure to manage the risk of unauthorized access and identify breaches of security

- Support a team culture of continuous improvement & ongoing adaption to workplace change.

- Provide and assistant with security analysis and auditing process

- Follow on Corporate Services policies and IT polices

Criteria

Essential

- Strong Microsoft Infrastructure technologies knowledge and skills, tertiary qualifications MCSE Server Infrastructure, Azure Administration, Cisco Meraki Network switching and routing

- At least five years' experience as a System Administrator, or two years in senior system administrator or relevant roles and experience.

- Strong o365, ATP, AAD, Azure information Protection, autorun script skills, Virtual Network, VPN, Storage, DNS, Front Door, HA cluster and other Azure cloud management and implementation skills

- Strong VMware and absolute Windows Server system administration skills,

- Core experience in Nutanix hyper converged technology and management skills

- Strong scripting skills to delivery automation, integration, configuration, and schedule tasks

- Experience in information systems project management and working on projects with deployments and short release cycles.

- Experience with network infrastructure, routing, Voice IP, network security and trouble shootings

- Hold a Current NSW LR Driver's License with a good driving record.

- Demonstrated well-developed written and oral communication skills, and time management.

Desirable

- SCCM 2016 certification, Intune MDM certification

- CCNP switching and routing

- Other Microsoft senior level certifications

Approval of Position Description

- This position description has been reviewed and accurately describes the job.
- Job qualifications and accountabilities are relevant to the position.

Employee: _____

Signature: _____   Date: _____

Manager: _____

Signature: _____   Date: _____

Position Description reviewed: February 2022