



POSITION DESCRIPTION

Systems Administrator – Tier1 Apps

Reports to: Manager ICT Services

Department: ICT Services

Classification: PACCT 6

Location: Mildura

Primary objectives

- Specialised focus on critical applications for our Student management, Finance and HR Payroll system (Tier 1 apps).
- To ensure that appropriate documentation for infrastructure, hardware and software configurations is developed and maintained.
- To offer support and expertise to the Manager ICT Services in developing a strategic operational vision for the ongoing development and application of IT databases and IT applications across the Institute.
- Ensure an effective disaster recovery plan is formalised, understood and in place across the Institute.

Position summary

Under general direction from the Manager ICT Services the Systems Administrator – Tier 1 Apps (Systems Administrator) will determine priorities based on those communicated by the Manager ICT Services, System Owners and the ICT Service Agreement.

The Systems Administrator is a hands-on role and is responsible for the design and management of the Institute's physical & virtual servers with a primary focus on systems administration of our Student Management, Finance and HR Payroll systems (Tier 1 apps).

The Systems Administrator is responsible for duties relating to tier 1 apps including access, configuration & patching of these systems.

The incumbent will, in consultation with Manager ICT Services, develop, maintain and enhance the Institute's ICT strategy and ICT capabilities, communicate infrastructure application concerns and risks as well as provide business support and advice by way of developing procedures, reports and recommendations.

This role collaborates and work closely with a range of Institute stakeholders, external customers, external service providers, and vendors.

Key responsibilities

To design and administer the Institutes Tier 1 Application suites, to progress the virtualisation, disaster recovery and high availability capabilities of those applications while ensuring its effective and efficient operation.

- Install, maintain and upgrade the virtual servers which run the Institutes Tier 1 Applications suites, progressing its disaster recovery / high availability capabilities and ensuring its effective and efficient operation.
- Consult with institute business units to improve system effectiveness and efficiency.
- Develop, implement, maintain, and oversee enforcement of policies, procedures, and associated plans for system security administration and user system access based on industry-standard best practices.
- Install & test patches in user acceptance testing environment.
- Communicate changes through Change Advisory Board
- Responsible for the design, installation and maintenance of the :
 - Databases, including but not limited to TechnologyOne Student Management, TechnologyOne Finance, TechnologyOne HR Payroll, TechnologyOne Enterprise Cash Reciepting & TechnologyOne Asset Management
 - Physical & Virtual Server environments
 - Cloud environments (Office 365 / Azure / AWS)
 - Network firewalls
 - Backup systems
 - Core Windows Server technology including but not limited to AD, DNS, DHCP, RADIUS

To ensure that appropriate documentation for infrastructure, hardware and software configurations is developed and maintained.

- Maintain and oversee the ICT asset register.
- Provide authoritative advice in the development of tenders and proposals that have ICT implications.
- Raise change requests tickets and guide users through the change management process.

To ensure an effective disaster recovery plan is formalised, understood and in place across the Institute.

- In conjunction with the Manager ICT Services develop business continuity strategies and ensure they are maintained, tested and in place inclusive of security strategies and controls.

To offer support and expertise to the Manager ICT Services in developing a strategic operational vision for the ongoing development and application of IT databases and IT applications across the Institute.

- Drive the ongoing development and optimisation of ICT infrastructure by contributing to corporate level decision-making and development together with maintaining contact with Institute Senior Management, Department Managers, stakeholders, IT companies and equipment manufacturers.
- Design, implement, and report on systems and end user activity audits.
- Effectively manage and negotiate with vendors (current and potential) in order to achieve the best possible ICT outcomes for the Institute.
- In conjunction with the Manager ICT Services, develop, recommend and implement (as approved) strategies that address the Institute's information technology requirements by providing strategic and operational advice.

Act in accordance with SuniTAFE values – Customer Focus, Business Acumen, Integrity and Innovation including:

- Provides exceptional customer service to all internal and external stakeholders of the Institute and ensures a positive first impression for Institute visitors at all times.
- Actively participates in all relevant training provided to assist in the implementation of new systems or processes across the Institute.
- Actively participate in the Institute's annual and Performance Review process.
- Participate in all team-based activities and meetings within the Business Unit, and attend divisional and other meetings as required.
- Complies with OH&S and EEO legislation;
- Maintain awareness and comply with the Victorian Government's Child Safe Standards.
- Prepared to undertake further courses of study, annual OH&S, EEO, Cultural Diversity and/or identified mandatory professional development programs or training relevant to the position as necessary.
- Reports to work as scheduled with a willingness to work flexible hours according to business needs.
- Demonstrates a willingness to adopt change and new initiatives.
- Represents the Institute professionally at all times.
- Actively promotes and encourages a service culture within the team.
- Communicates any opportunities to improve service delivery and make recommendations on steps to make agreed improvements.
- Actively encourages and promotes effective communication and strong working relationships within the team / Institute.
- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Actively prevent fraud and corruption.

Knowledge, skills and abilities

- Diploma of IT or similar qualification or a lesser qualification and significant relevant experience is essential to this role.
- Demonstrated capacity to promote, develop and maintain a client-focused approach to ICT service needs
- Proven ability in planning for and providing infrastructure requirements, e.g. networks, voice communications, servers, security, preferably in a large multi-disciplinary organisation
- Extensive knowledge of VMWare Virtualization and SAN technologies
- Working knowledge of SQL database administration
- Working knowledge of Cloud technologies including Azure & AWS. Extensive knowledge of core Windows services AD, DNS, DHCP, RADIUS and Microsoft Exchange and server technology
- Excellent organisational skills within a service environment
- Demonstrated analytical and problem-solving skills
- Demonstrable ability to interact effectively with colleagues, students, service providers, and vendors
- Ability to operate with a minimum of supervision
- Ability & willingness to work co-operatively and supportively as part of a small team, providing guidance to lesser experienced staff.

Organisational relationships

Subordinates	Key Relationships	
	Internal	External
Nil	<ul style="list-style-type: none"> • Management • Staff 	<ul style="list-style-type: none"> • External vendors

Organisational environment

SuniTAFE is an award-winning large provider of vocational education and training in north-west Victoria.

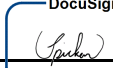

We are well positioned, with our campuses located in Mildura, Swan Hill to orchestrate the continued delivery of excellent education and training in this region. We have experienced trainers, teachers and community providers offering qualification across a range of courses and customised skill set training covering multiple sectors relevant to the community and stakeholders.



Key selection criteria

- Diploma of IT or similar qualification or a lesser qualification and significant relevant experience is essential to this role.
- Demonstrated capacity to promote, develop and maintain a client-focused approach to ICT service needs
- Proven ability in planning for and providing infrastructure requirements, e.g. networks, voice communications, servers, security, preferably in a large multi-disciplinary organisation
- Demonstrated extensive knowledge of VMWare Virtualization and SAN technologies
- Demonstrated extensive knowledge of core Windows services AD, DNS, DHCP, RADIUS and Microsoft Exchange and server technology
- Working knowledge of SQL database administration and Cloud technologies including Azure & AWS.

The successful candidate will be required to provide successful criminal record and working with children checks.

Recommended	Approved	Acknowledged
<p>DocuSigned by:  Shauna Picken Manager, HR Services 13/10/2021 10:26 AM AEDT</p>	<p>DocuSigned by:  David Harris GM, Operations 13/10/2021 10:38 AM AEDT</p>	<p>Incumbent</p>