



## SYSTEMS ADMINISTRATOR

### Position Description

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<b>POSITION:</b>	Systems Administrator
<b>DEPARTMENT:</b>	Corporate
<b>RESPONSIBLE TO:</b>	Principal
<b>REPORTS TO:</b>	Director of ICT

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### POSITION OVERVIEW

The **Systems Administrator** is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. The Systems Administrator will work within the ICT support group to provide expert assistance and guidance to support in BAU operations and ICT Projects as determined by the ICT Strategic Direction of the College.

The Systems Administrator is expected to provide expert guidance in the evaluation of legacy systems and the design and best fit for purpose requirements of the College's future needs whilst meeting best practice and ITIL standards.

### THE SYSTEMS ADMINISTRATOR SHOULD HAVE EXPERIENCE WITH:

- Windows Server and Hypervisor technologies
- Active Directory, Group Policies and File and Print
- Azure Platform, Azure Web Apps and Azure Cloud Services
- Dell switches, routers, servers and storage
- System Centre Configuration Manager
- Windows and Apple operating systems and their management
- Point of Sale (POS) and Booking systems
- Enterprise Firewall and Antivirus Administration
- Xirrus Wireless Networking
- MS SQL Server and IIS Support
- VPN Protocols
- Powershell Scripting
- Analysing operational needs and assisting the development, design, adoption and maintenance of network and server systems to further meet the College's Strategic Goals
- Development of operational plans for the design, development, implementation and reporting of relevant ICT infrastructure and systems
- Providing high level support to maintain network and server systems and their associated peripherals
- Systems metrics reporting (system performance, resource utilisation, capacity planning and review) on a proactive basis
- Monitoring systems capacity (performance & resource utilisation) and taking proactive action to prevent avoidable outages
- Developing ICT practices, procedures and documentation
- Working within a team and the ability to assist across all areas when necessary



## **Key Responsibilities**

The Systems Administrator will assist in the provisioning and delivery of first class information technology services that underpin the academic and corporate services at the College, whilst:

- Supporting the strategic implementation of Sheldon College's infrastructure platform and ensuring the future development of ICT services are aligned with best practice
- Contributing to the identification and implementation of systems improvement initiatives that minimise downtime to the College environment
- Assisting with the collection of, reporting and interpretation of performance monitoring data, and related activities such as capacity planning
- Responding, analysing, resolving and communicating ICT service incidents in a timely manner
- Installing new / rebuilding existing servers and configuring hardware, peripherals, services, settings, directories, storage, in accordance with standards and project/operational requirements
- Developing and maintaining installation and configuration procedures, practices and documentation with a goal of increasing efficiency, automation and ITIL maturity
- Securing ICT systems, networks and information systems from unauthorised access
- Providing escalation support as requested to assist in the College's Service Desk operations
- Planning and managing assigned activities with an emphasis on quality, timeliness and budget
- Providing advice and skills transfer activities that contribute to building a highly skilled and efficient ICT team
- Undertaking projects and activities as required by the Director of ICT

## Workplace Health & Safety

- Ensure that safe procedures are followed in accordance with the College's Occupational Health & Safety Policy.



## **Selection Criteria: Systems Administrator**

### **SC1 Qualifications**

- Possess relevant university industry qualifications related to Systems Administration
- Certification and / or experience in ITIL or equivalent industry standards
- Three years' experience in a Systems Administration role

### **SC2 Systems Administration**

- Proven ability within a Systems Administration role
- Experience with systems monitoring (and other metrics) in order to take proactive action to prevent outages due to capacity or performance constraints
- Strong experience in Microsoft Windows Server environments, hardware and operating systems
- Strong experience with Active Directory and Group Policy
- Strong experience with Hyper-V and other Hypervisor technologies
- Demonstrated experience with storage and backup solutions
- Prepare operational specifications, documentation and evaluation reports for existing and future College systems

### **SC3 Technical Knowledge**

- Demonstrated knowledge of both current and emerging technologies, trends, standards and services relevant to the area of specialization
- Ability to clearly supply technical knowledge and experience to a range of circumstances requiring considerable interpretation

### **SC4 Communication Skills**

- Excellent oral, written and listening communication skills
- Ability to prepare and present reports on prospects and/or technology options and advise the senior leadership team accordingly
- Ability to communicate at all levels of the College and with external vendors
- Ability to deal with sensitive issues and information in a confidential manner

### **SC5 Interpersonal and Team Skills**

- Possess a high level of interpersonal skills
- Demonstrated team leadership skills, with the ability to build and sustain positive relationships within the team, it's stakeholders and external vendors
- Ability to work as part of a multi-disciplinary team to assist with the ICT operations as required by the College
- Demonstrated ability to effectively consult with a range of stakeholders to achieve common goals

### **SC6 Diagnostic Skills**

- Ability to utilise effective methods to determine root causes of problems
- Demonstrated skill with multiple diagnostic methods
- A systematic approach to troubleshooting



### Conditions of Employment:

This position is subject to the provisions of the Sheldon College Corporate Staff Certified Agreement 2015.

- Salary** - The salary offered will be commensurate with the qualifications and experience of the successful applicant.
- Superannuation** - Statutory Superannuation of 9.5% will apply
- Sick Leave** - 10 days per year
- Annual Leave** - 4 weeks per year + 17.5% loading
- Long Service Leave** - 1.3 weeks per year of completed service from the date of engagement.
- Corporate Uniform** - All employees are required to wear Corporate Uniform which is available from the Sheldon College Uniform Shop at your own expense.
- Performance Review** - A performance review will be conducted annually
- Working with Children** - The issue of a positive notice from the Commission for Children and Young People (Blue Card)