HSS Job Profile

Position Title: Senior System Administrator

Position number	00007019
Classification	Level G8
Employment Instrument	Health Salaried Officers Agreement
Group	ICT Service Delivery & Operations
Directorate	Infrastructure
Branch	Infrastructure Operations
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

Coordinates and provides the technical day-to-day administration of Department of Health's networked systems and applications. Provides ongoing specialist technical systems support across a variety of computing environments.

REPORTING RELATIONSHIPS:

Director - Infrastructure
HSO Senior Officer Class 1

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Manager – Infrastructure Operations
HSO Level G11

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Team Leader
HSO Level G10

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This position

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Directly reporting to this position:

Title & Position Number	Classification	FTE
System Administrator	Level G-6	

HE98812 Jan 2016

Health Support Services
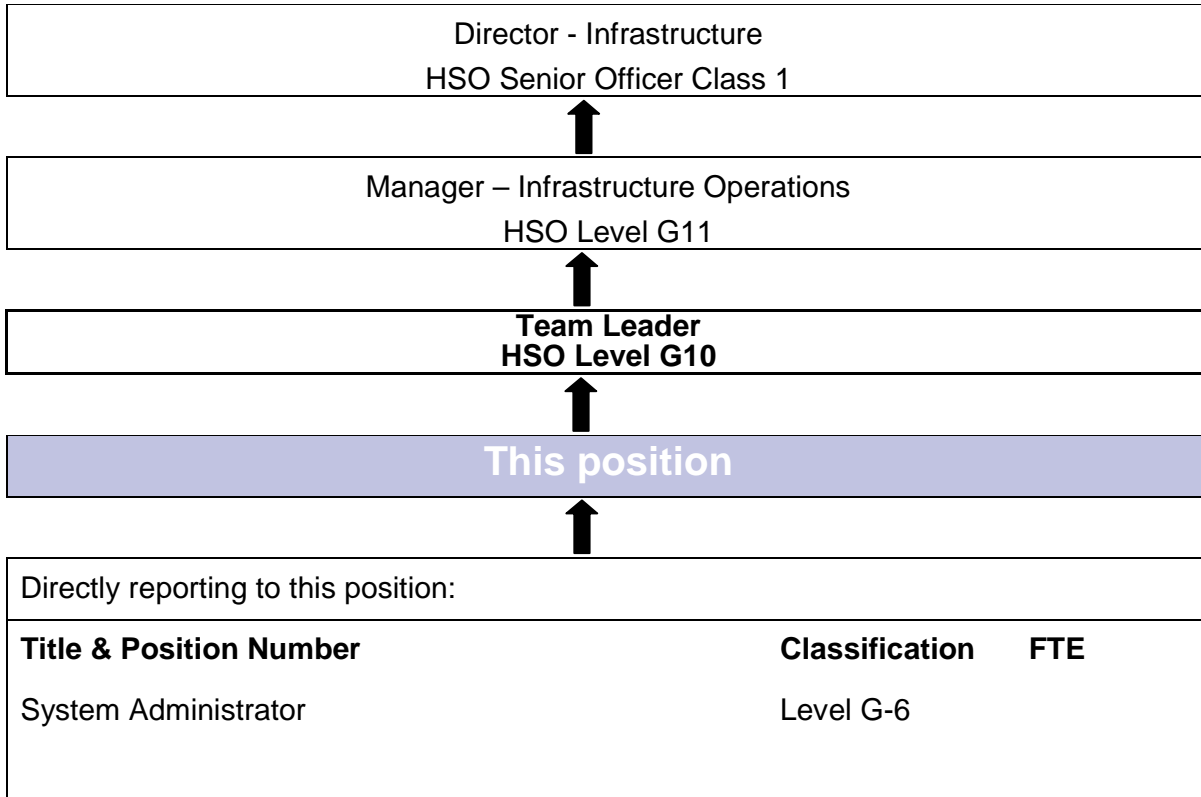
ORGANISATIONAL CONTEXT: HEALTH SUPPORT SERVICES

Health Support Services (HSS) provides value for money corporate support services to WA Health through skilled and motivated people. This includes delivering business focused financial, ICT, supply and workforce services within an environment of standardised systems and processes.

Partnering with client agencies and other stakeholders, HSS operates within a customer focussed service culture designed to complement client agency corporate service operations.

HSS provides a service within a framework of established values and behaviours based on achieving the corporate service standards and expectations of our customers.

With a commitment to equity and diversity relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS are committed to employee career development and professional learning.

GROUP ROLE: ICT SERVICE DELIVERY & OPERATIONS

WA Health's ICT vision is to continuously improve patient safety and quality of care through the effective delivery of information and communications technology.

The ICT Service Delivery & Operations Group provides solution development, implementation, transition and operations support for WA Health's clinical and corporate business systems.

Our Group vision is to be recognised as a first-class provider of quality ICT services that enable delivery of accessible and affordable health care for the people of Western Australia.

DIRECTORATE ROLE: INFRASTRUCTURE

Manage ICT software and hardware infrastructure and ensures ongoing operation of systems and services including development, testing, deployment and administration.

Coordinates the information security management, and safeguarding of clinical information and intellectual property for Western Australia's public health system.

Implements and manages networking technologies including WIFI, LAN and WAN topology. Planning and necessitating deployment of network equipment such as switching hardware and data cabling.

Manages the Central Platform Services contract for the Data Centre

POSITION RESPONSIBILITIES:

Consistent with the hierarchical/classification level of the position:

Senior System Administrator responsibilities:
- Promotes a customer-focused culture and a team-based approach based on the Health Support Service's values and strategic priorities.
- Champions collaboration, continual improvement and quality management.
- Builds alliances with stakeholders, client agencies and within Health Support Services to enable the achievement of the Infrastructure Operation's operational plans and to promote the Infrastructure Operation's service capabilities.
- Ensures the work environment is safe, fosters equity and diversity and enables the achievement of personal and team goals.
- Ensures risks to current and future service delivery are identified and mitigation actions implemented or otherwise managed.
- Accountable for compliance with Public Sector, WA Health and Health Support Services policy, procedures and standards within area of responsibility.
- Ensures that tasks meet agreed timelines, outcomes, deliverables, and that related costs are within agreed budget.

Participation as a Senior System Administrator:
- Maintains a client focus on service delivery including client contact and management.
- Contributes to the HSS's strategic directions and business plans through maintenance of an awareness of best practice, trends and issues concerning the core functions of the Directorate and the HSS and applies as appropriate in consultation with the Team Leader, Manager and clients.
- Builds alliances with stakeholders, interest groups, client agencies and within HSS to enable development, acceptability and achievement of the HSS's designated outcomes, and to promote the HSS's service capabilities.
- Participates in cross-functional project teams within HSS to develop and deliver improved services and systems.

Personal responsibilities:

- Treats customers well, responds to telephone calls and emails in a timely fashion. Is reliable in following up queries and complaints.
- Takes responsibility for one's own work, ensuring approved procedures are followed and deadlines met.
- Contributes to the well-being and achievements of the team.
- Participates in performance development activities. Strives to improve one's own performance.
- Contributes to business improvement, project management, quality management and change management activities.
- Undertakes all duties in accordance with the WA Health Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.

Role specific/Key Outcomes:

System Management

- Provide technical trouble shooting and system management of service related infrastructure
- Provide guidance on and maintain documentation on procedures, processes, tools and techniques.
- Provide assistance in the formulation of high level strategies in support of WA Health's ICT goals and objectives
- Contribution to a range of project activities in support of projects.
- Contributes to the design and implementation of information systems according to accepted methodology and standards.
- Issue resolution and escalation, risk management, research and analysis activities and planning and monitoring activities
- Implement and manage change management and quality management processes and procedures.
- Adhere to risk management processes for systems
- Adhere to quality management processes for daily tasks

Essential Criteria – must be able to demonstrate:

1. Considerable experience in and extensive knowledge in in the planning, implementation and maintenance of Microsoft server operating systems and virtualisation platforms in a large scale enterprise environment
2. Demonstrated in-depth knowledge of network computing environments, topologies, protocols, hardware and software.
3. Organisational, planning and time management skills.
4. Demonstrated oral, written and interpersonal communication skills including the ability to liaise and consult with a range of stakeholders.

APPOINTMENT FACTORS

Appointment is subject to:
- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre Employment Health Assessment

CERTIFICATIONS

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

DIRECTOR   GENERAL MANAGER

SIGNATURE _____   SIGNATURE _____

DATE _____   DATE _____

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