



Job Description Form

Classification Evaluation Date:

Current Version Date: 8 May 2017

Network Administrator

Position Number: 01898437
Classification/Level: Level 4
Award/Agreement: PSGOGA 2014
Organisation Unit: ICT Technical Support Network Administration
Physical Location: West Perth

This Position Reports To:

Position Number: 20020018
Position Title: Senior Network & Communications Administrator
Classification/Level: Level 6

Positions Under Direct Supervision:

Level/ Title: Nil

Organisational Context

The Disability Services Commission is the State Government agency responsible for advancing opportunities, community participation and quality of life for people with disability.

Established in 1993 under the Disability Services Act 1993, the Commission provides a range of direct services and support and also funds non-government agencies to provide services to people with disability, their families and carers.

The Commission also partners and collaborates with disability sector organisations, business, government and other stakeholders to improve participation, inclusion and access for people with disability across the community.

Our Vision: All people live in welcoming communities that facilitate citizenship, friendship, mutual support and a fair go for everyone.

The Commission seeks to employ staff who demonstrate the following capabilities and values:

Capabilities:

Shapes and manages strategy

Effective decision making

Communicates and influences effectively

Achieves results

Exemplifies personal integrity and self-awareness

Builds productive relationships.

Values:

- Commitment — to our vision for people with disability and their families
- Respect — values cultural diversity and encourages everyone's unique contribution
- Integrity — is honest and truthful about decisions and actions
- Working together — works together cooperatively to get things done and pursue our vision
- Openness — decision-making and communications are clear and transparent
- Leadership — actions reflect leadership responsibilities
- Accountability — are openly accountable for decisions and actions
- Continued learning — are committed to a culture of excellence and continued learning.

The Commission is an equal opportunity employer and embraces diversity as we believe the best products and services come from a workplace in which varied viewpoints are welcomed and encouraged.

Key Work Description

This position assists in the administration and operation of the Commission's Local Area Network (LAN) and Wide Area Network (WAN) ensuring continual, effective, efficient and secure provision of data, video and voice network communications for end user services. Provides operational support to customers.

Work Description

This section outlines the results and outcomes required of an individual in this position.

1.0 Service Support

- 1.1 Provides second level support by diagnosing and resolving reported incidents, as well as assisting with third level support.
- 1.2 Accurately records incidents, monitors and documents actions, ensures timely resolution and closes when incident complete.
- 1.3 Adheres to documented solutions for known issues to ensure consistency of service.
- 1.4 Documents and communicates solutions to new issues within the team.
- 1.5 Assists in maintaining accurate and current ICT Asset Register, network diagrams and audit logs.
- 1.6 Travels to Commission offices in the metropolitan area to install network equipment and/or troubleshoot issues as required.

2.0 Operational Support

- 2.1 Acquires, configures, tests, implements and administers network hardware and software.
- 2.2 Assists in maintaining network, tuning, security, backup, continuity and disaster recovery, and change control.
- 2.3 Assists with monitoring of the network infrastructure and systems to maximise integrity, continuity, performance, and security assurance.
- 2.4 Assists in the provision of management reports on availability, usage, performance, capacity, security, and audit compliance.
- 2.5 Assists in the formulation of network administration policies and standards.
- 2.6 Develops and maintains network administration operational procedures and documentation.
- 2.7 Liaises with external providers in the procurement of network hardware, software, and maintenance support and services.
- 2.8 Participates in and contributes to development and infrastructure projects and operational requirements.
- 2.9 Ensures that knowledge and trends in Information and Communication Technology (ICT) are maintained.

3.0 Customer Requirements

- 3.1 Manages relationships between customers, staff, service providers and vendors to quickly resolve issues and ensure an effective ongoing service.
- 3.2 Provides advice to internal customers and contractors on existing service delivery issues and assists in the integration of service provision.
- 3.3 Assists and advises customers in the use of the Commission's servers and data storage.

4.0 Other

- 4.1 Other duties as required.

Work Related Requirements

In the context of this position, able to demonstrate:

Qualifications

Essential

- Possession or progress towards a relevant post-secondary qualification or relevant industry experience.

Desirable

- Possession of relevant ICT industry certification.

Experience

Essential

- Experience in the configuration, testing, installation, and implementation of network equipment.
- Practical experience and understanding of local and wide area network management, administration, maintenance and support in a large Microsoft Windows based organisation.
- Experience in the development and maintenance of technical procedures, diagrams, and documentation.
- Experience and understanding in applying technologies to secure a network.

Knowledge/Skills/Abilities

Essential

- Demonstrated ability to communicate openly and effectively, providing quality customer service and build positive working relationships.
- Demonstrated ability to work with limited direction, use initiative to resolve issues and problems and meet deadlines.
- Knowledge and understanding of Information Technology Infrastructure Library (ITIL) fundamentals and service support and delivery.

Special Equipment Requirements

Appointment is subject to a satisfactory National Police Clearance.
An Australian driver's license and the ability to travel in response to organisational needs.

Certification

Sam Ciminata, Executive Director Business & Funding.

Signature



Date

9/5/17

Disability Services Commission	
JDF Registration	
Sign	<u>W. Ciminata</u>
Date	<u>09/5/2017</u>