

Job Description

VENUES WEST

Position details:

Title:	Network Infrastructure Administrator	Position Number:	01318
Classification:	Level 5		
Branch:	ICT		
Directorate:	Corporate Services		
Award/Agreement:	Public Service and Government Officers General Agreement and GOSAC Award 1989		
Reports to:	Chief Information Officer		
Direct Reports:	ICT Assistant		
Special Conditions:	Participates in rotating on call roster		

About the Organisation

Our Vision is to deliver world class sport and entertainment experiences through the effective management of our venues.

We directly support high performance sport by providing training and competition facilities, direct subsidies to sport on venue and events costs, and through the provision of high performance sport experiences for the community.

We focus on attracting world class sport and entertainment events, providing all Western Australians with the opportunity to be inspired.

About the VenuesWest Way

The VenuesWest Way guides the way we work and the way we model our behaviour.

It is our system of defining and measuring our culture and it provides us with the format to engage, improve, support and challenge one another to be the best we can be – as individuals and as a collective.

Our signature behaviours:

- We champion dreams
- We find a way to make it happen
- Together we win
- We act like owners
- We celebrate success – big and small

About the Directorate

Corporate Services intent is to build organisational capacity through the support and development of VenuesWest's people, systems and processes. In doing this, the directorate will delivery timely, efficient strategic advice and support services to the organisation in human resources and payroll; financial governance; information and communication technology and risk, safety and wellbeing.

About the Role

The ICT Network Infrastructure Administrator operates, maintains, monitors and updates VenuesWest's networks and infrastructure to ensure optimal performance and reliability. The role will work with the Service Desk team to resolve escalated issues and ensure appropriate operating procedures are in place to maintain the network.

Subject Matter expert on VMWare, Nagios, SNMP, Exchange Server, Active Director, MITEL, Yealink, Cisco Telephony.

About the Responsibilities

Network Infrastructure Administration

- Coordinates architecting networks and systems and reviewing systems to be implemented.
- Installs, supports, maintains and manages all components of the VenuesWest local and wide area networks including network servers, hubs, routers, switches, workstations and other peripheral devices
- Deploys, configures, documents and manages Wi-Fi networks across all VenuesWest's venues.
- Develops and maintains network, system and data capacity plans.
- Undertakes testing and evaluation of new technologies for the LAN/WAN
- Operates, maintains and monitors the performance of networks and infrastructure, tracking issues, proactively preventing occurrence of incidents, problems and errors and making recommendations for improvements.
- Performs upgrades to hardware and software ensuring appropriate testing and communication to the business is undertaken prior to release
- Ensures procedures and service records relating to hardware, software, sever and networks are maintained including wiring plans and network layout diagrams.
- Monitors and assesses risk management strategies and carries out testing in accordance with these policies.
- Assesses, analyses, plans and implements infrastructure release packages including testing, training and risk assessment ensuring change management processes are followed.
- Monitors and manages infrastructure vendor performance, reporting on contract performance and escalating issues as required.
- Implements and reviews operating policies, standards and guidelines; provides recommendations for improvement and contributes to the development of new policies, standards and guidelines.
- Contributes to the development and implementation of the VenuesWest mobility strategy and other network and infrastructure projects where required.

Network Infrastructure Support

- Ensures timely resolution of escalated level 2 and 3 service requests, working with vendors to resolve issues where required.
- Manages the installation and maintenance of IT hardware and software.
- Provides expert advice and where required trains staff on any software modifications or updates.
- Trains other ICT team members on operating procedures to maintain the integrity of the network.
- Maintains the ICT Asset database including management of software and licenses.
- Ensures regular audits of the asset database
- Manages the procurement of infrastructure hardware and software in line with VenuesWest procurement policies and standards.
- Works collaboratively to delivery continuous improvement with reference to network infrastructure within ICT Branch

Other

- Manages the recruitment, induction, training and performance of the ICT Assistant and manages under performance in a timely manner.
- Undertakes the Performance Development Planning (PDP) process with the ICT Assistant.
- Partners with stakeholders to understand business needs, provide ICT advice and represent ICT on working groups where required.
- Keeps abreast of current and emerging trends in ICT
- Undertakes other related duties as required.



About the Person

The following *essential* capabilities are to be addressed in the context of the responsibilities of the position:

1. Demonstrated working knowledge and experience in :
 - i. in the administration, implementation and testing of networks and infrastructure and an understanding of network design.
 - ii. leading a small team to ensure a customer focused service is being provided.
2. Understands strategic objectives, trends and factors that may influence work plans; Draws on information from a range of sources; Analyses and works within agreed guidelines to make decisions and incorporates outcomes into work plans.
3. Identifies and uses resources wisely; Evaluates performance to identify need for change; Demonstrates flexibility with changes in priorities and focuses on quality whilst seeing tasks and projects through to completion.
4. Builds and maintains relationships with stakeholders, team members and colleagues; Consults and shares information; Values individual differences and diversity and takes responsibility for delivering high quality customer focussed services.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of conduct; Takes responsibility for mistakes; Takes initiative to progress and complete work and reflects on own behaviours.
6. Communicates and influences effectively both orally and in writing, presenting messages confidently, listening to differing ideas and presenting persuasive counter arguments in negotiations.
7. Defines and clearly communicates roles and responsibilities; Negotiates and monitors performance standards and provides regular feedback to build on strengths; Guides the team and achieves results; actively promotes and communicates change to employees.

Qualifications / Certifications

Desirable:

- Tertiary Qualification in ICT or a related discipline.
- Certifications in Information Systems and Server Administration.
- ITIL (Information Technology Service Management) Certification.

Employment Conditions and Eligibility

Appointment to this position is conditional upon:

- providing appropriate evidence of the 'Right to Work' in Australia
- providing a National Police Clearance Certificate (dated within 3 months from the date of application for the position) from a recognised service provider as determined by VenuesWest

Important note: The key requirements and attributes detailed above are based on the following core capabilities prescribed in the VenuesWest Job Capability Framework:

- Shapes and manages strategy
- Achieves results
- Builds productive relationships
- Exemplifies personal integrity and self-awareness
- Communicates and influences effectively
- Manages people

Additional information can be obtained by contacting Human Resources on (08) 9441 8362.



Certification:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Steve Paul Director Corporate Services		Date Approved: 23 October 2017
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As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Employee Name:		Date Appointed:/...../.....
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Signature:		Date Signed:/...../.....
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