



Position Description

Position Title:	Device Management Administrator	Classification Level:	4
Position Number:	33284	Reports to:	Desktop Team Lead, L5
Directorate:	Service and Invest	Supervises:	0 FTE
Branch/Section:	Technology Services / Infrastructure Support	Location:	Perth Metropolitan Area

Our Values

Empathy

We listen and understand all perspectives and are fair, authentic and compassionate

Clarity

We are clear on our purpose and role, and how we develop, inspire and improve

Accountability

We act with integrity and courage, embracing our collective responsibility and honouring our commitments

Respect

We treat everyone with dignity, recognise contributions, foster collaboration and value diversity

Role Summary

The Device Management Administrator is responsible for installing, configuring, and maintaining endpoint infrastructure and applications, diagnosing and resolving hardware and software issues, and providing technical support to end-users. This includes software distribution and patch management, Active Directory and Group Policy management, and SOE/MOE development and management.

Responsibilities

- Install, configure, and maintain Microsoft operating systems related software applications.
- Set up and manage user accounts, permissions, and access rights.
- Diagnose and resolve hardware and software issues related to Microsoft products.
- Perform troubleshooting to identify and fix system-related problems.
- Collaborate with vendors and other IT professionals to resolve complex technical issues.
- Prepare designs for new or existing SOE/MOEs.
- Apply operating system updates, patches, and configuration changes to ensure system security.
- Configure and troubleshoot network connectivity for Microsoft-based systems.
- Collaborate with network administrators to ensure seamless integration of Microsoft products with the departments network infrastructure.
- Maintain detailed documentation of system configurations, troubleshooting procedures, and resolutions.
- Generate reports on system performance, security, and usage statistics as required.
- Provide technical support and guidance to end-users, addressing their Microsoft-related queries and issues.
- Conduct training sessions to enhance end-users' proficiency in Microsoft applications.
- Collaborate with IT team members to develop and implement IT policies, procedures, and best practices.



- Communicate effectively with stakeholders to understand their requirements and provide appropriate solutions.
- Demonstrates the expected leadership behaviours and mindsets in the context of Personal Leadership.
- Perform other duties as required.

Essential Requirements

- Proven experience in installing, configuring, and maintaining Microsoft operating systems and applications.
- Excellent troubleshooting skills and the ability to analyse and resolve technical problems.
- SOE/MOE/Intune and Application deployment experience with enterprise deployment tools.
- Sound communication, interpersonal skills and the ability to deliver a customer-centric service.

Desirable Requirements

- Microsoft certifications (e.g. Microsoft Certified: Endpoint Administrator Associate).
- Experience in System Centre Configuration Manager including co-management with Intune/Endpoint Manager.

Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of the Department and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in the **Personal Leadership** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

Pre-employment Requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

Certification