



## Job Description Form

### Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

**Position Title**

IT Systems Engineer

**Level**

5

**Position Number**

30196, 30197, 33370,  
33467, 33468, 35266  
(Nominated)

**Division/Directorate**

Information Management and Operational Systems

**Branch/Section**

Service Delivery

**Effective Date**

January 2026

**Health Task Risk Assessment Category**

5

### Reporting relationships

Superordinate: IT Systems Engineer Team Lead, Level 6

Subordinates: No Direct Reports

### Key role of this position

The IT Systems Engineer ensures the effective and efficient installation, operation, and maintenance of Public Transport Authority (PTA) Windows Servers, Unix Servers and IT systems, and ensures their availability and security is maintained at all times.

### Core duties and responsibilities

**Business Improvement**

- Analyses performance and availability of the PTA's IT Systems and Services, identifies problem areas, and proposes and implements solutions to enhance these IT Systems and Services.
- Ensures knowledge sharing is embraced and practiced within the team.
- Ensures server management and support documentation is created for new systems and services and is maintained to industry Best Practice.
- Keeps abreast of computing trends, technologies and standards, particularly in regard to Windows Server and Unix Server operating systems and associated services.

**Operational Effectiveness**

- Manages own performance, ensuring the service provided is as per PTA requirements.
- Contributes towards the review of working practices, system improvements and guidance documents.
- Contributes to the preparation, testing and improvement of continuity plans.
- Day to day systems administration, ensuring even work allocation and balancing workloads, and meeting work practice and performance management requirements.
- Installs, maintains and supports Information Technology Server hardware and software.
- Supervises and coordinates the installation, maintenance and technical support of Unix and Windows server hardware and software, and monitors and ensures the availability, performance and capacity of these servers.
- Ensures server management and support documentation is created for new servers and kept up to date for existing servers

## Service Delivery

- Works in accordance with Service Level Agreements and Operational Level Agreements.
- Develops and sustains strong effective working relationships with colleagues, customers and clients.
- Ensures customer service delivery is performed according to the set ITIL framework, and documentation and administrative processes are kept to the targeted standards.
- Manages customer relations with clients involving server access, usage, availability and performance.
- As the subject matter expert, provides leadership, guidance and expertise to a range of internal and external stakeholders Provides technical and maintenance support of Windows and Unix operating systems on PTA's servers.

## Project Delivery and Support

- Provides input into the preparation of business case documentation for new technology systems or improvements to current systems.
- Provides technical expertise on PTA technology projects as required.

## Other Duties

- Represents the Branch at meetings as required.
- Other duties as directed.

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## SELECTION CRITERIA

### 1. Core Competencies

- Possession of an information technology related qualification or considerable recent experience in relevant server support activities.
- Demonstrated knowledge and experience in:
  - The design, installation, administration and problem resolution of relevant server, network, information security, operating system and personal computer technologies.
  - Storage Area Networks and backup and recovery solutions.
  - Detailed problem analysis and support in File, Application or Database Server administration.
  - Modern network, hardware and software standards.
  - Current data security standards and practices.
  - Installation and management of a virtualised server environment.
  - Client service delivery and practices within an ITIL service delivery framework.

### 2. Communication and Interpersonal

- Well-developed communication skills (written, verbal and interpersonal) including the ability to develop a rapport with internal and external stakeholders.

### 3. Conceptual, Analytical and Problem Solving

- Well-developed conceptual and analytical skills, including the ability to analyse information and data and provide reports relating to the findings.

### 4. Organisation

- Well-developed organisational skills, including the ability to achieve agreed targets and timelines through effective time management and the ability to work autonomously.

### 5. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate dated 3 months or less from the date of application for the position.
- Possession of a current Western Australian 'C' Class Drivers Licence or equivalent.
- Ability to work some unsocial and extended hours and be 'on call' when required.
- Ability to travel inter and intrastate.

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**Certification**

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

**Managing Director / Executive Director / General Manager**

.....  
**Signature**

.....  
**Date**

**Employee**

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....  
**Signature**

.....  
**Date**