



Job Description Form

Senior Systems Administrator

Business Unit: Corporate Services
Branch: Information Technology
Position Number: AUD01169

Location: Perth CBD
Direct Reports: 0
Level: 5

Indirect Reports: 0

Organisational context

Corporate Services aims to demonstrate exemplary public sector corporate management in its delivery of communications, corporate governance, finance, human resources, and information technology that supports the effective and efficient delivery of the services of the Office of the Auditor General (OAG).

Information Technology (IT) is responsible for the OAG's technical infrastructure, including the management of hardware, software, networks and systems. The branch also delivers IT services and support, oversees cybersecurity, provides records management services, and includes the project management function.

Position statement

The Senior Systems Administrator supports, maintains and enhances the OAG's IT environment, including infrastructure, network and database administration services and security support, to achieve efficient and effective operation and utilisation of corporate systems. The position assists in the development and maintenance of information systems, including installation and upgrading of software and hardware and contributes to project delivery.

Leading Others

We believe all our people are leaders irrespective of their role. Leadership in this first formal leadership position is about motivating and enabling others to deliver high quality work that contributes to the agency.

Position responsibilities

System administration

- delivers system, infrastructure, network, and high-level database administration to ensure business availability and continuity through onsite technical assistance and support
- assists in the development of information architecture including policies, standards and processes for the effective management and integration of the OAG systems
- develops and manages system procedures including system backups and change control processes
- provides senior technical support that takes ownership of complex, underlying system issues, designs and improves technical solutions and acts as the primary escalation point for advanced or complex service desk enquiries
- provides technical support for the security team as required
- identifies and manages risk including system security and disaster planning.

Stakeholder management

- consults with internal stakeholders to identify operational and strategic requirements and capacity planning to support data growth within existing systems
- develops proposals and delivers agreed service and product outcomes.

Project engagement

- proactively research, evaluate and report on the potential application and implications of IT developments and trends
- coordinates small-scale and assists with large-scale system administration projects including developing project briefs, specifications and monitoring service and product delivery
- collaborates with technical and non-technical internal stakeholders and vendors to develop and maintain effective information systems that support current and new business requirements.



Other

- applies the guidelines and principles of the Western Australian Public Sector Code of Ethics and the OAG's Code of Conduct
- performs other duties as required.

Suitability requirements

Qualification requirements

- possession of, or working towards, a relevant qualification in information technology, computer science or a related discipline (desirable).

Job requirements

- demonstrated ability to communicate, consult and negotiate effectively with technical and non-technical stakeholders at all levels, applying strong analytical and conceptual skills to solve complex technical problems
- proven end-to-end experience across the Microsoft technology stack, encompassing Windows, Server, Azure, Microsoft 365, and core infrastructure services including Active Directory, Exchange and SQL Server
- substantial experience in supporting and managing IT infrastructure, including server hardware and storage systems
- demonstrated experience supporting and managing network systems, including routers and switches, monitoring and reporting tools, firewalls and security applications
- demonstrated experience with security and systems platforms including Mimecast, Palo Alto, Microsoft Defender, Sentinel, SCCM and Intune, aligned to the ASD Essential Eight Maturity Model and ITIL-based processes (desirable).

Leadership expected behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a [Leader of Others](#), the following outlines those that are required to undertake this role:

- **Lead collectively** - You work proactively to create shared thinking and understanding across your team.
- **Think through complexity** - You use your skills, experience and knowledge to anticipate and identify problems.
- **Dynamically sense the environment** - You adapt your approach to changes in the work environment that affect or may impact the ability of your team or work group to deliver outcomes.
- **Deliver on high leverage areas** - You continually improve all aspects of your work area, keeping an open mind to explore innovative alternatives.
- **Build capability** - You lead development and focus on processes and activities in your team and domain of expertise.
- **Embody the spirit of public service** - You lead by example, promoting and role modelling behaviours and respect for others in all aspects of your work, thereby protecting your reputation and that of your team or work area, agency and the sector.
- **Lead adaptively** - You proactively extend your knowledge, skills and expertise to ensure your contribution continues to add value.

Position conditions

- appointment is subject to a satisfactory National Police Clearance.

Certification:



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