



A workers' compensation and injury management scheme that works for all

## JOB DESCRIPTION FORM

### SYSTEM AND NETWORK ADMINISTRATOR

#### LEVEL 5 (02177754 & 02177742)

#### Key responsibilities

This position is responsible for the day-to-day operation of WorkCover WA's systems and networks, and administration of user access and security on Microsoft platforms.

#### Statement of duties

##### *System and Network Administration*

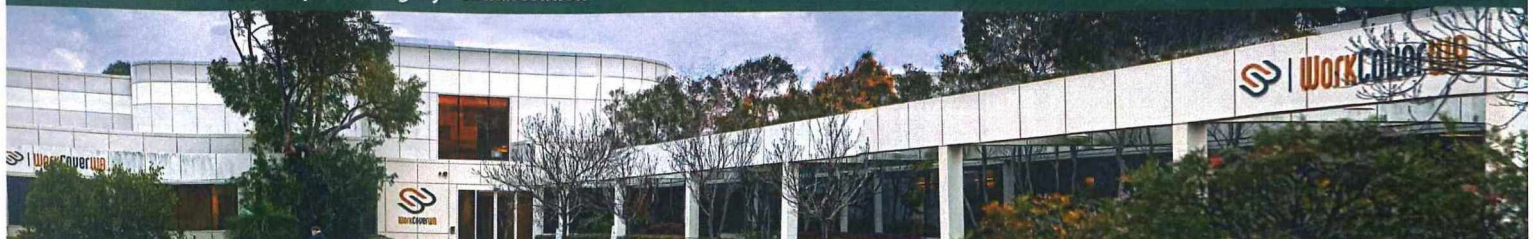
- Monitor and maintain system and network infrastructure to ensure high availability, integrity and performance.
- Manage network security and ensure Active Directory integrity.
- Manage the deployment of appropriate security patches, hot fixes and software updates.
- Manage licenses for server and network infrastructure and third-party software.
- Coordinate and ensure the backup and restoration of network infrastructure.
- Participate in the development of policies, procedures and resources to standardise the functioning of server and network infrastructure.
- Maintain inventory and documentation of applications, systems, network equipment and other IT assets.
- Adhere to and enforce IT standards and policies.
- Respond to client support requests via the Service Console.
- Coordinate and perform installation and maintenance of server and network infrastructure.
- Participate in change management using best practice in service management.
- Plan and present recommendations related to purchasing and installing hardware, software and telecommunications equipment.

##### *Continuous Improvement*

- Contribute to, and implement digital improvement strategies within WorkCover WA.
- Contribute to projects for the evaluation and implementation of new systems and hardware.
- Maintain an awareness of significant trends and developments in information technology.

##### *Other*

- Actively participate in and contribute to the development, management and achievement of the IT team's objectives.
- Undertake research and special projects as required.





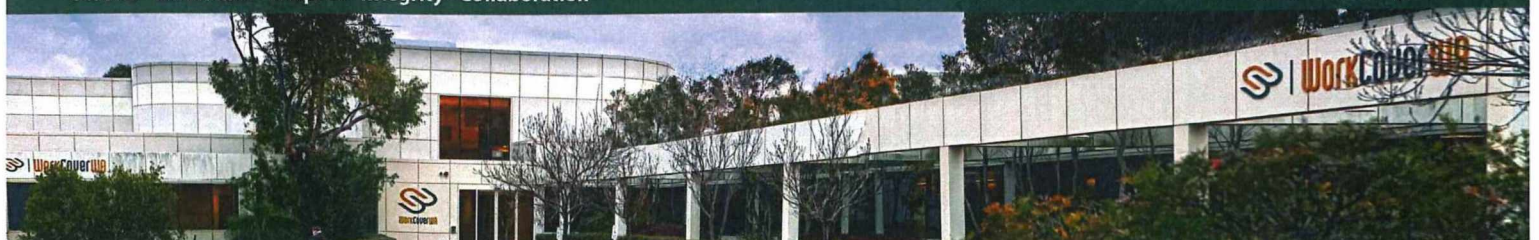
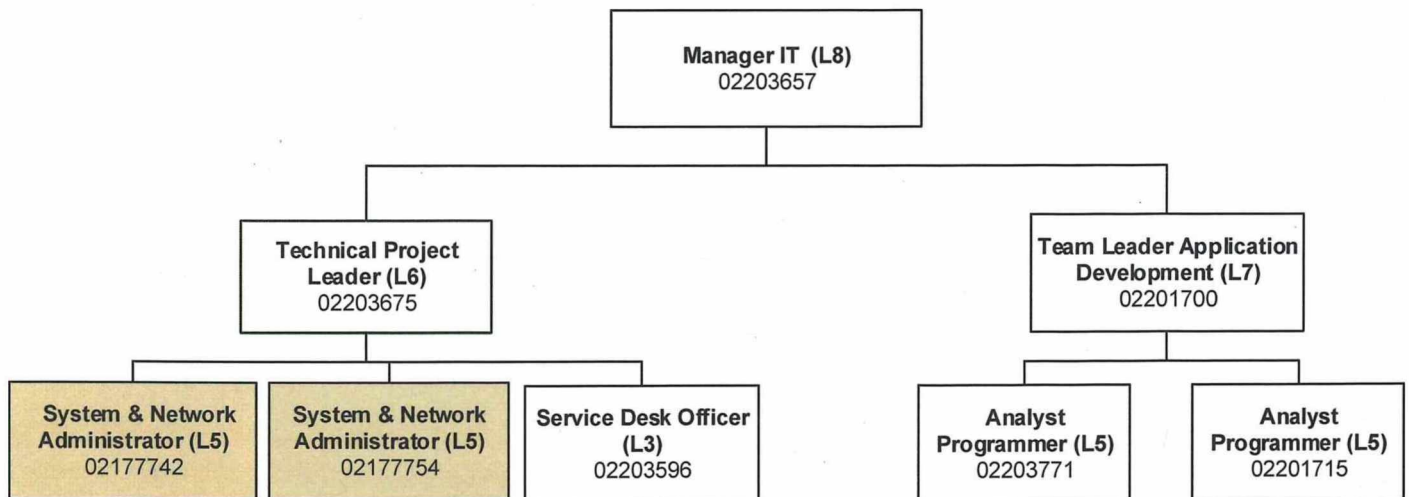
- Participate in the development and achievement of WorkCover WA's business plan, divisional plans, policies, practices and procedures.
- Comply with the requirements of the Agency Code of Conduct and all relevant legislation including EEO, OSH and Records Management.
- Participate in the annual Performance and Development Agreement process.
- Perform other duties as directed.

### Personal Characteristics

- Committed to a strong work ethic and self-improvement.
- Customer focused.
- Exhibits personal integrity and professionalism.
- Innovative.

### Reporting relationships

## Scheme and Corporate Services Division Information Technology Branch



## Selection criteria

### Essential

- Experience in the planning, installation, configuration and maintenance of on-premise and cloud-based IT infrastructure, including liaison with third party support providers.
- Experience in network and email administration using Microsoft Exchange, Windows Server 2012 and above and virtual server administration using VMWare ESXi.
- Experience in Desktop SOE configurations and management.
- Well-developed interpersonal and communication skills, including the ability to produce technical documentation.
- Availability to work outside of standard business hours in order to meet operational requirements.

### Desirable

- Knowledge and ability to apply state government procurement policies and procedures.
- Possession of, or significant progress towards, a relevant tertiary qualification.

### Certification

The details contained in this document are an accurate statement of the position's responsibilities and requirements as at 23 September 2019.



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A/General Manager



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A/Chief Executive Officer

