



Job Description Form (JDF)

Position details

Position title:	Senior Network Administrator
Position number:	70190040
Classification:	Level 6
Physical location:	Perth Metropolitan Area
Award:	PSA 1992
Agreement:	PSGOCSAGA 2017
Pillar:	Capability and Performance
Directorate:	Information Services
Branch:	ICT Operations

Reporting relationships

Reports to: Manager Infrastructure, P70180297, Level 7

This position

Direct reports: 4

Role summary

Leads and manages the Network Administration Team. Responsible for the installation configuration, testing and upgrading of new and existing Information, Communication and Technology networks. Coordinates, maintains and manages networks that includes but not limited to voice, data and internet. Receives and responds to high level incidents and problems.

About us

The Department of Primary Industries and Regional Development's (DPIRD) role is to ensure that primary industries and regions are key contributors to the Government's agenda for economic growth and diversification, job creation, strong communities and better places. Our goals are to:

- **Protect:** to manage and provide for sustainable use of our natural resources and soils, and to protect Western Australia's brand and reputation as a reliable producer of premium, clean and safe food, products and services.

- **Grow:** to enable the primary industries sector and regions to increase international competitiveness, grow in value and social amenity and become a key pillar of the State's economy.
- **Innovate:** to support a culture of scientific enquiry, innovation and adaptation across primary industries and regions to boost industry transformation, economic growth and employment.

Our values

Our values are critical in creating a healthy and dynamic culture that helps each and all of us to make our best contribution, to develop a workplace where we feel excited about our work and results and where other people will increasingly want to join our team. Our values underpin how we operate:

- We value **relationships** - Our relationships with our clients, colleagues and stakeholders are at the heart of everything we do
- We are **resilient** - We recover from setbacks, embracing and adapting to change because we have a clear focus on the big picture and long term impact
- We are **responsive** - We understand the needs of our clients, colleagues and stakeholders and add value by tailoring our solutions accordingly
- We focus on **results** - We strive to develop and provide excellent services that delivers meaningful results to the community we serve.

Key Responsibilities

The key responsibilities of the role include, but are not limited to, the following:

Network Management

- Leads and manages the Network Administration Team.
- Responsible for the installation configuration, testing and upgrading of new and existing Information, Communication and Technology networks.
- Coordinates, maintains and manages networks that includes but not limited to voice, data and internet. Receives and responds to high level incidents and problems.
- Receives and responds to high level incidents and problems caused by physical, networks or other malfunctions.
- Provides expert advice to the Manager Infrastructure regarding current, evolving or emerging issues as related to networks.
- Implements strategies and tools for the continuous monitoring and evaluation of network support levels, including risk and contingency management.
- Implements robust protocols which minimise the risk of network incidents occurring.
- Identifies opportunities and ongoing improvement of processes, practices and services to customers
- Ensures that standards and procedures as related to network administration are developed and implemented.
- Provides input to the development and implementation of policies and procedures that comply with organisational requirements.
- Contributes to and where required establishes and implements ICT data recovery plans to ensure business data recovery management and compliance.

Stakeholder Engagement

- Provides regular reports on achievement of network administration targets and where/when required takes remedial action.
- Fosters collaborative and mutually supportive relationships with stakeholders.
- Fosters a culture of excellence in customer service.
- Builds and maintains relationships with team members, other business areas and counterparts at other agencies.
- Works with staff, contractors and suppliers to ensure services meet requirements and shares knowledge and learning with others.
- Seeks and obtains feedback from stakeholders to ensure customer satisfaction and that service provision meets expectations.
- Represents the directorate in meetings as required.
- Undertakes other duties as required

Work related requirements

In the context of the role:

Essential criteria

Role Specific

1. Substantial knowledge and experience in supporting network and telephony within a large organisation.

Core Capabilities

2. Build effective relationships: Highly developed interpersonal communication skills, including the ability to liaise with a broad range of team members, clients and stakeholders.
3. Challenge for Innovation: Establishes clear plans and timeframes; evaluates performance and identifies need for change; determines action and focuses on quality whilst seeing tasks and projects through to completion
4. Think strategically: Highly developed research, conceptual and analytical skills; with proven experience working on complex issues providing a range of solutions.
5. Deliver in a changing environment: Highly developed time management and organisational skills including the ability to effectively manage change.
6. Lead and empower: Ability to lead a team of people to deliver quality outcomes.

Desirable criteria

1. Possession of or progress towards a relevant tertiary qualification or substantial experience in a similar role.

Special requirements/equipment

- The contract of employment specifies terms and conditions relating to this position.

Certification

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

Delegated authority

Signature:  _____

Date: 18 / 3 / 2019

Position title: Managing Director, Capability and Performance.