

Ombudsman Western Australia

Job Description Form

Position Information

Position number	PCO05062
Title	Network Administrator
Classification	Level 5
Division	Deputy Ombudsman
Branch	Corporate Services (IT Services Team)
Location	Perth

Reporting Relationships

Position Title	Classification
Senior Assistant Ombudsman Corporate Services	Class 1
↑ Reports to	
Director Information Technology	Level 8
↑ Reports to	
Senior Systems Administrator	Level 6
↑ Reports to	
This office	
Positions under direct supervision	
Nil	

Ombudsman Western Australia
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September 2021

Context Statement

The office of the Ombudsman has four principal functions. The Office:

- Receives, investigates and resolves complaints about State Government agencies, local governments and universities;
- Reviews certain child deaths and family and domestic violence fatalities;
- Undertakes major own motion investigations; and
- Undertakes a range of additional functions, including statutory inspection and monitoring functions.

The Ombudsman also undertakes the role of the Energy and Water Ombudsman.

The Network Administrator is part of the Information Technology Team that provides secure and efficient information and communication technology services for the Office.

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Summary of Responsibilities

- Assists the Director Information Technology in procuring, implementing and supporting the ICT systems and equipment for the Ombudsman's office and implements, patches and updates the offices ICT systems and equipment to ensure availability of all aspects of network and related services.
- Provides advanced support for complex issues for staff within the Ombudsman's office for IT equipment and communication systems.

Key Responsibilities and Duties

Information Management

Works with the Senior Systems Administrator to:

- Develop and implement standards, procedures and system documentation to ensure the Ombudsman's office has effective and efficient ICT systems and services; and
- Comply with all WA Government information technology requirements and asset management.

Network Management

Under the direction of the Senior Systems Administrator:

- Manages the operation of the ICT network including monitoring the integrity and security of ICT systems for the Ombudsman's office;
- Ensures that network equipment, servers and other ICT systems are operating in accordance with Ombudsman's ICT standards through monitoring and performance management;
- Performs upgrades and patch management of network equipment, servers and other ICT systems;
- Assists with the management of the Ombudsman's Unified Communications systems;
- Contributes to the installation, configuration and testing of network equipment, servers and other ICT systems;
- Oversees change management processes for the offices ICT systems; and
- Contributes to the diagnosis and repair of network equipment, servers and other ICT systems to ensure optimum availability for ICT for the Ombudsman's office.

Asset management

Works with the Senior Systems Administrator on:

- The maintenance, replacement and disposal of ICT hardware and software; and
- The procurement of ICT hardware, software and services.

Quality Customer Service Delivery

Provides a customer focused helpdesk service to:

- Deliver high-level, timely and responsive customer solutions to more complex matters in an ICT networking environment including resolving complex user ICT issues escalated from the help desk in a manner understandable to staff; and
- Provide advice on technical issues and information technology training where appropriate.

Other - Actively contributes to the efficient operation of the office, and performs other roles and tasks as directed.

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Selection Criteria

Essential

- Demonstrated experience in the management of information technology and communications systems in an environment similar to that existing in the State Ombudsman's office, including experience in developing and maintaining standards, procedures and system documentation.
- Highly developed analytical, troubleshooting and problem solving skills with the ability to take the lead in dealing with issues in a complex information technology and communications environment.
- Well-developed communication and interpersonal skills with the ability to interact effectively with service providers and staff at all levels.
- A strong customer focus with the ability to work as part of a team to provide a responsive and effective delivery of ICT services to information technology users.
- Relevant experience in procurement and contract management, preferably for network equipment and supporting infrastructure and services.

Desirable

- Relevant tertiary qualification or progress towards a relevant tertiary qualification.

Conditions

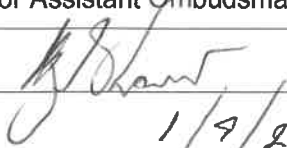
Provision of a current, satisfactory National Police Certificate will be required prior to commencement of employment.

Flexible working arrangements are available subject to the full functions of the office being completed.

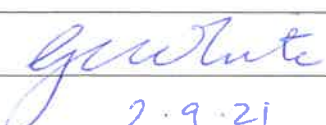
Certification

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

BRANCH MANAGER

Title	Senior Assistant Ombudsman Corporate Services
Signature	
Date	1/9/2021

OMBUDSMAN'S DELEGATE

Title	Deputy Ombudsman
Signature	
Date	2.9.21