# Job Description

## Position details:

| Title: | ICT Infrastructure and Integrations Administrator | Position Number: | TBD |
|---|---|---|---|
| Classification: | Level 5 | | |
| Branch: | ICT | | |
| Directorate: | Corporate Services | | |
| Award/Agreement: | Public Sector CSA Agreement and GOSAC Award 1989 | | |
| Reports to: | Applications and Integrations Manager | | |
| Direct Reports: | None | | |
| Special Conditions: | Participates in rotating on call roster | | |

## About the Organisation

Our Vision is to deliver world class sport and entertainment experiences through the effective management of our venues.

We directly support high performance sport by providing training and competition facilities, direct subsidies to sport on venue and events costs, and through the provision of high-performance sport experiences for the community.

We focus on attracting world class sport and entertainment events, providing all Western Australians with the opportunity to be inspired.

## About the VenuesWest Way

**The VenuesWest Way guides the way we work and the way we model our behaviour.**

It is our system of defining and measuring our culture and sets the expectations on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and as a collective.

Our signature behaviours:



WE DELIVER SAFELY · WE ACT LIKE OWNERS · WE CHAMPION DREAMS · TOGETHER WE WIN · WE CELEBRATE SUCCESS

## About the Directorate

Business Support Services intent is to build organisational capacity through the support and development of VenuesWest's people, systems and processes.  In doing this, the directorate will delivery timely, efficient

strategic advice and support services to the organisation in people and culture including payroll; information and communications technology and Risk, Safety and Health.

## About the Role

The ICT Infrastructure and Integration Administrator operates, monitors and administrates VenuesWest's Integration processes and infrastructure to ensure optimal performance and reliability.

Subject Matter expert on Cloud Services (PaaS, SaaS, IaaS), Integration procedures and framework, VMWare, Exchange Server, Active Directory,

## About the Responsibilities

*VenuesWest is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for our employees, customers, trainees, students and volunteers. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO legislation, Occupational Safety & Health legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.*

### System Integration Administration

- Develops and administrates technical application integration processes and interoperability solutions within an agile delivery method supporting a Plan, Build, Run model.
- Undertakes a developer/technical role in the integration, testing and implementation of commercial-off-the-shelf (COTS) ICT application services.
- Maintains knowledge of the organisation's technology environment to provide valued input towards solution design, development and delivery across the ICT Application function from an integration and interoperability perspective.
- Provides technical advice in relation to application integration and interoperability on application development and implementation projects
- Promotes standard application integration and interoperability systems architecture, including system security and delivery methods.
- Liaises with external service providers and support partners as required.

### Network Infrastructure Support

- Ensures timely resolution of escalated level 2 and 3 service requests, working with vendors to resolve issues where required.
- Manages the installation and maintenance of IT hardware and software.
- Provides expert advice and where required trains staff on any software modifications or updates.
- Trains other ICT team members on operating procedures to maintain the integrity of the network.
- Ensures regular audits of the asset database
- Manages the procurement of infrastructure hardware and software in line with VenuesWest procurement policies and standards.
- Works collaboratively to delivery continuous improvement with reference to network infrastructure within ICT Branch

### Occupational Safety and Health

- Reads and understands all emergency plans and safety and health procedures, follows safe work instructions, undertakes emergency management and safety related training and assumes responsibilities as required or directed.

### Other

- Contributes effectively to business improvement and change management activities.
- Partners with stakeholders to understand business needs, provide ICT advice and represent ICT on working groups where required.
- Keeps abreast of current and emerging trends in ICT
- Undertakes other related duties as required.

# About the Person

**The following *essential* capabilities are to be addressed in the context of the responsibilities of the position:**

1. Demonstrated working knowledge and experience in:

    i. in the administration, implementation and testing of complex Integration processes

    ii. Monitoring and operating ICT Infrastructure services

2. Understands strategic objectives, trends and factors that may influence work plans; Draws on information from a range of sources; Analyses and works within agreed guidelines to make decisions and incorporates outcomes into work plans.

3. Identifies and uses resources wisely; Evaluates performance to identify need for change; Demonstrates flexibility with changes in priorities and focuses on quality whilst seeing tasks and projects through to completion.

4. Builds and maintains relationships with stakeholders, team members and colleagues; Consults and shares information; Values individual differences and diversity and takes responsibility for delivering high quality customer focussed services.

5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of conduct; Takes responsibility for mistakes; Takes initiative to progress and complete work and reflects on own behaviours.

6. Communicates and influences effectively both orally and in writing, presenting messages confidently, listening to differing ideas and presenting persuasive counter arguments in negotiations.

7. Defines and clearly communicates roles and responsibilities; Negotiates and monitors performance standards and provides regular feedback to build on strengths; Guides the team and achieves results; actively promotes and communicates change to employees.

## Qualifications / Certifications

Desirable:
- Tertiary Qualification in ICT or a related discipline.

- Certifications in Information Systems and Server Administration.

- ITIL (Information Technology Service Management) Certification.

## Employment Conditions and Eligibility

Appointment to this position is conditional upon:

- providing appropriate evidence of the 'Right to Work' in Australia

- providing a National Police Clearance Certificate (dated within 3 months from the date of application for the position) from a recognised service provider as determined by VenuesWest
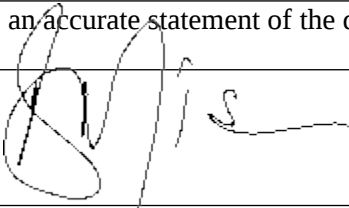
**Important note:** The key requirements and attributes detailed above are based on the following core capabilities prescribed in the VenuesWest Job Capability Framework:

- Shapes and manages strategy
- Achieves results
- Builds productive relationships
- Exemplifies personal integrity and self-awareness
- Communicates and influences effectively
- Manages people

Additional information can be obtained by contacting People and Culture on (08) 9441 8362.

# Certification:

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|---|---|---|
| The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position. | | |
| **Diane Misic**<br>**Director Business Support Services** | | Date Approved:<br>23/9/2022 |
| As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document. | | |
| **Employee Name:** | | Date Appointed:<br>……../……../…….. |
| **Signature:** | | Date Signed:<br>……../……../…….. |