# Job Description Form –Senior Systems Administrator

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| **Position number:** | Generic | **Classification:** | Level 5 |
| **Division:** | Corporate Services | **Branch/section:** | Digital and Technology Services |
| **Reports to:** | 15828 – Team Leader System Administration | **Direct reports:** | Nil |

## Position purpose

Manages and supports the department's networking, telecommunications, computer, virtual server, storage infrastructure, and cloud services. Provides technical expertise for ICT projects, systems, and new technology implementation.

## Context

Corporate Services team includes human resources, payroll, business operations and digital and technology services. It helps the Department of Local Government, Sport and Cultural Industries to reach its mission to enable dynamic and inclusive communities and support the WA economy through effective regulation and the facilitation of outstanding sporting and cultural experiences and opportunities.

## Responsibilities

1. Administers and optimises ICT infrastructure.
2. Maintains diverse technology landscapes, including virtualization, private/public cloud, and Microsoft technologies.
3. Implements and maintains IT systems to meet user requirements and SLAs.
4. Installs security patches, updates firmware, and monitors key systems.
5. Manages backups, restores data, conducts Disaster Recovery planning and backup tests.
6. Monitors and reports on ICT infrastructure and information systems performance.
7. Maintains awareness of trends and security practices in enterprise ICT, including scoping and planning of new IT systems.
8. Communicates effectively with clients and stakeholders to build effective customer, contractor and stakeholder relationships, including coordinating with vendors to resolve escalated tickets.
9. Adheres to the IT Change Management Process.
10. Develops and maintains system documentation, diagrams, and support materials.
11. Defines departmental IT standards, including standard procedures for security, naming conventions and backup and recovery.
12. Takes escalations and supports IT Service Desk staff and contractors with IT-related issues.
13. Troubleshoots advanced ICT infrastructure, and application issues.
14. Ensures the availability and integrity of in-house databases.
15. Reviews and optimises existing systems for performance and cost.
16. Manages workload, time, resources, and priorities to complete tasks on time and within budget.
17. Adheres to Work Health and Safety, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.
18. Demonstrate the Expected Behaviours of the leadership context for this role listed below.
19. Fosters a positive team focussed approach and a culture of excellence.
20. Perform any other duties as assigned or necessary to support the objectives of DLGSC

## Selection criteria

This section outlines the necessary minimum requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position. These criteria can be assessed against any stage of the recruitment process. Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

## Essential

1. Demonstrated experience in ICT systems administration, including support, maintenance, and enhancement of application infrastructure, cloud environments, Microsoft 365 and Azure.
2. Demonstrated knowledge and experience in administering MS Internet Information Server, Active Directory, Exchange, Intune, SQL Server, and network technologies in Microsoft Windows.
3. Demonstrated research, analytical and problem-solving skills with the ability to recognise and contribute to the achievement of organisational goals.
4. Well-developed written communication skills including the ability to prepare, reports, technical documentation and other materials in a manner that is concise and tailored to the target audience.
5. Well-developed verbal and interpersonal skills with the ability to build productive relationships and capability of communicating technical concepts to diverse stakeholders at all levels.
6. Demonstrated organisational skills with the ability to achieve deadlines, self-manage workload and manage competing demands simultaneously with attention to detail and quality.

## Desirable

1. Familiarity with cybersecurity standards (ACSC Essential 8, MITRE ATT&CK, NIST Cybersecurity Framework, ISO 27001) and security best practices, including virus/spam protection, proxy servers, directory services, and web services.
2. Understanding of DevOps principles, including automated build/deployment pipelines and infrastructure as code.
3. Experience with Linux and/or portfolio-specific systems.

## Leadership expectations

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](https://www.wa.gov.au/organisation/public-sector-commission/leadership-expectations) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

This role falls under the **Personal Leadership** context.

## Special conditions

Required to have a flexible approach to hours of work to support the needs of the position.

Required to participate in an afterhours on call roster arrangement.

## Pre-employment requirements

All department positions require a current Criminal History Check (National Police Certificate or equivalent) and 100 point identification check prior to commencement.

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| Registration date | 9 April 2025 |