SYSTEMS ADMINISTRATOR

Position Description

POSITION NO:	650005
DIRECTORATE:	Corporate Services
DEPARTMENT:	Business and Information Technology
SECTION:	Information Technology
STATUS:	Full Time
CLASSIFICATION:	Band 7
OCCUPANT:	Vacant
LOCATION:	Civic Centre
APPROVED BY:	Director Corporate Services
DATE:	November 2024

POSITION OBJECTIVE(S)/GOAL(S):

- To take responsibility for network support of business and corporate applications ensuring uninterrupted system availability, appropriate security and optimal system operation.
- To provide assistance and support to the Network Administrator and to contribute to the effective operation and cohesive integration between network, desktop and communications infrastructure.
- To take responsibility for Councils Core Applications SQL database infrastructure ensuring databases are secure, regularly maintained and backups are completed successfully.
- To take responsibility and ensure effective operation and availability of councils VoIP application and associated infrastructure.

KEY OUTCOMES AND RESPONSIBILITIES:

1. **Excellence in Customer Service**
- Provide professional, friendly and timely customer service with a client and industry best practice focus.
- Develop strong and positive relationships with both internal and external customers and deliver appropriate solutions and services to support business goals and objectives.
- Achieve performance standards set in the Information Services Customer Charter and other key performance indicators.
- Provide technical advice, support and assistance to all departments.
- Contribute to continuous improvement and innovation through appropriate business consulting and analytical research.

2. Application Support Services

- Take responsibility for software installations, upgrades and technical problem resolution, working closely with application owners and software vendors.
- Ensure the ongoing administration, fine-tuning and optimisation of Council's core Application database environment (SQL).
- Work closely with the Team Leader Application Management to plan and schedule the implementation, upgrading, and maintenance of corporate and business applications, including their databases, to meet business requirements whilst taking overall workload and resource availability into consideration.
- Ensure all work requests are managed and implemented in accordance with formal change management procedures and processes.
- Ensure that new software or changes or updates to existing software are logged and updated in the software asset register and that data in the register is up to date at all times.
- Develop effective practices and procedures to maintain legal documentation and software licences for all current versions of organisational desktop software and regularly audit compliance with this requirement.

3. Network Services

- Work closely with the Network Administrator and provide assistance and support to ensure the effective operation, availability and security of Council's IT environment.
- Project manage network infrastructure projects as assigned and allocated.
- Provide general Network Administration duties as per standard operating procedures.
- Perform upgrades or other network related activities in a way that presents minimum interruption to the business and follows the appropriate IS procedures. This will involve some work to be done outside standard business hours as scheduled by the Team Leader – Network & Cyber Security.
- Ensure that technical documentation covering all elements of the applications infrastructure as well as business critical procedures and processes is in place and kept up to date.

4. VoIP

- Ensure day to day availability and smooth operation of councils Mitel VoIP system.
- Take responsibility for software installations, upgrades and technical problem resolution, working closely with Customer Service and the Box Office and software vendors.
- Ensure all work requests are managed and implemented in accordance with formal change management procedures and processes.
- Ensure that technical documentation covering all elements of the VoIP system as well as business critical procedures and processes are in place and kept up to date.
- Provide trunk and extension usage reporting as required

5. Team Support

- Work closely with the Network Administrator, Team Leader - Network and Cyber Security and the Head of IT Operations to ensure that strategy, planning and delivery of the desktop and network environment are seamlessly aligned.
- Provide assistance, support, training and relevant information to other members of the technical team to enable reciprocal backup support and project resource as required.
- Monitor the Service Desk system for all open calls, proactively providing second level call resolution in accordance with the IS Service Level Agreement. Escalate any requests that cannot be resolved to the appropriate technical support. Assist with first level calls during peak periods.
- Provide backup relief to service desk when short staffed and ongoing phone support as required.
- Ensure all service and change requests received are logged in the helpdesk system and progress of all calls is recorded until successful resolution and closure.
- Assist the Team Leader Network & Cyber Security and Head of IT Operations with the management of allocated operating and capital works budgets and projects in accordance with Council's procurement and project management guidelines and procedures.
- Provide performance and other business reporting as required.
- Provide technical advice to the IT Coordinator as required.

Organisational Responsibilities

- Cooperate with Council in relation to any actions taken to comply with the Occupational Health and Safety Act 2004 and ensure that actions taken by the employee do not interfere with or place at risk the health, safety or wellbeing of the employee or any person in the workplace.
- Ensure compliance with all Privacy Legislation and treat all information of a personal and sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner in accordance with Council's information and records management procedures.
- Ensure that all Council's policies, procedures, systems and work practices are implemented and adhered to, in particular, in human resource management, risk management, financial management, governance, procurement, and customer service.
- Act in a professional manner at all times while performing duties for and/or representing Frankston City Council in accordance with the Staff Code of Conduct.
- Frankston City Council has zero tolerance of child abuse and is committed to creating and maintaining a Child Safe and Child Friendly City where all children are valued and protected from harm and abuse. It is expected that the successful incumbent of the position will implement and adhere to the above statement and Frankston City Council's Child Safe Policy whilst completing their duties.

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multiskilling provisions of the Frankston City Council Enterprise Agreement.

Provide afterhours support if required during scheduled down time and emergencies and be available on call on a roster basis.

Employees may be asked to assist with emergency related functions if the Municipal Emergency Management Plan is enacted. Under the *Emergency Management Act 1986*, this may include providing emergency response, relief and recovery services to the community.

POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records Check:	**YES** ☒

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check:	**YES** ☒

AUTHORISATION/DELEGATION:

The incumbent will be an Authorised Officer under appropriate delegations:	**YES** ☐	**NO** ☐

ORGANISATION RELATIONSHIPS AND RESOURCE MANAGEMENT RESPONSIBILITIES:

Reports to:	Team Leader – Network & Cyber Security
Supervises:	N/A
Internal contacts:	All Business Information Technology staff
External contacts:	All Business Information Technology Vendors

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:
- Ensuring predetermined objectives and specific tasks, projects or assignments are completed accurately and within specified time frames.
- Providing contemporary professional advice and technical support in relation to Council's corporate applications, network and telephony environment.
- Negotiating with vendors and purchase technology components subject to budget requirements and delegation level and in line with Council's procurement guidelines.

The position's responsibilities are defined through the key result areas but provide considerable scope and flexibility in responding to Council's requirements.

The incumbent is accountable for:

- exercising delegated authorities appropriately and in accordance with the relevant Instrument(s) of Delegation and legislation, as set out in the specific Instrument of Appointment and Authorisation, once signed by the Chief Executive Officer.
- adhering to and implementing the Organisational Responsibilities set out in the Key Outcomes and Responsibilities, above.

JUDGEMENT AND DECISION MAKING:

The incumbent is required to use judgement and make decisions relating to:
- Solving complex technical problems with regards to council corporate applications, network and telephony environment.
- Providing technical advice regarding all aspects of council corporate applications, network and telephony environment.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be demonstrated and utilised:
- Detailed knowledge of networking and network protocols.
- Experience in administration and troubleshooting of complex SQL environments.
- Detailed knowledge and proven experience in the implementation of major hardware and software platforms.
- Detailed knowledge and experience managing a Mitel VoIP system.
- High level of understanding of all aspects of the corporate IT environment.

MANAGEMENT SKILLS:

The incumbent must demonstrate and apply the following management skills:
- Ability to manage time, set priorities and plan and organise work.
- Ability to communicate operational technical issues to all levels of the Council.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated and utilised:
- A commitment to delivering an excellent standard of customer service.
- Strong problem solving and negotiation skills.
- Proven written and verbal skills, particularly able to create and update operational guidelines.
- Ability to prepare and provide detailed technical reports and documentation regarding a wide range of operational issues.
- Demonstrated ability to work as part of a team.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and/or experience are required for the position:
- Formal qualifications such as a Bachelor of Computing or MCP, MCSE etc.
- Substantial experience managing a complex Structured Query Language (SQL) environment
- Substantial experience in managing and upgrading corporate applications
- Experience in Wide Area Network (WAN) management based on TCPIP including bridging, sub-netting, vlans etc.
- Experience providing high level technical support and advice on Microsoft Windows and above
- Project management skills in planning, leading and implementing projects.
- Experience working with the Microsoft suite of products such as Office, Exchange, SCCM etc
- Experience or understanding of Local Government Systems such as Pathway, Chris21, IPS is preferrable.

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment in accordance with Council's Enterprise Agreement.

The Position Description will be reviewed annually, in conjunction with you, in accordance with Council's Enterprise Agreement, and as part of the employee's annual Performance and Development Review.

The Position Description is to be read in conjunction with the Council's Enterprise Agreement and the General Terms and Conditions of Employment

SELECTION CRITERIA:

Selection will be based on the following Selection Criteria. However, reference will also be made to other attributes, skills and knowledge as listed in the Position Description:

Mandatory/Essential:
1. Relevant qualification from a tertiary institution or technical vendor such as Microsoft.
2. Experience managing a complex SQL environment
3. Experience managing the backend and upgrades of corporate applications
4. Experience in assisting or managing a WAN
5. Experience providing high level technical support and advice on Microsoft Windows 7 and above
6. Proven experience in the management of IT related projects

PHYSICAL REQUIREMENTS OF THE POSITION:

The physical requirements of the position are outlined below:

Task	Performed Frequently	Performed Sometimes	Never/Rarely Performed
	More than 2 hours in 1 shift or continually for 30 min	Less than 2 hours in 1 shift	Infrequent use/activity
Keyboard duties	☒	☐	☐
Reading tasks	☒	☐	☒
Writing tasks	☒	☐	☐
Sitting (extended periods)	☒	☐	☐
Walking/Standing (Briefly)	☐	☒	☐
Walking/Standing (Extended)	☐	☒	☐
Driving Car/Utility/Tractor/Truck/Bus	☐	☐	☒
Lifting/Carrying duties (Light) <10kg	☐	☒	☐
Lifting/Carrying duties (Heavy) >10kg	☐	☐	☒
Pushing/Pulling tasks (Light) <10kg	☐	☐	☒
Pushing/Pulling tasks (Heavy) >10kg	☐	☐	☒
Chopping/Digging tasks	☐	☐	☒
Bending/Kneeling requirements	☐	☐	☒
Climbing (stairs, ladders/scaffold)	☐	☒	☐
Handling grease/oils	☐	☐	☒
Exposure to dust/dirt/hazardous materials	☐	☐	☒
Exposure to chemicals and/or detergents	☐	☐	☒
Stress -Difficult customers	☐	☒	☐
Tight deadlines	☒	☐	☐
Other (Please specify)	☐	☒	☐
Exposure to hot/cold temperature	☐	☐	☒

AGREEMENT:		
I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with Council's Enterprise Agreement and General Terms and Conditions of Employment, and I agree to abide by the terms and conditions of employment stipulated therein.		
Name:		
Signature:	Date:	