

Position Description

Senior Linux Systems Administrator

Position No:	50151733
Business Unit:	COO
Division:	Information Services
Department:	Cloud Infrastructure & Service Delivery
Classification Level:	HEO8
Employment Type:	Full-Time
Campus Location:	Melbourne (Bundoora)
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

"As trusted digital thought leaders we connect and enable the University Community to advance learning, teaching and research"

With the University Community at the centre of everything we do, Information Services (IS) is focused on creating and sustaining an innovative information technology culture as one dynamic team. IS consistently engages with our customers delivering value through service performance, continuous improvement and transformational project based outcomes.

The Cloud Infrastructure & Service Delivery department within Information Services is responsible for the design, implementation and management of all core IT services utilised by all Information Services (IS) teams and University stakeholders. Critically, the Cloud Infrastructure & Service Delivery team is also the day to day 'front of house' for the University Community through the provision of the IS Customer Service Desk.

The Cloud Infrastructure & Service Delivery department provides innovation, design, delivery and management, through to monitoring and optimisation of core infrastructure services. The Platforms and Storage team provisions and supports the University cloud services, and on premises IT platforms, environments and servers. They participate in projects, ensure availability and security of environments, and provide timely response and resolution of all issues and work requests.

Duties at this level will include:

- Design and deliver the cloud infrastructure, both Infrastructure as a Service, storage, database, backup services, and cloud native application hosting through a tier one cloud services provider.
- Provide technical leadership to transition our Infrastructure as a Service (IaaS) services and our on-premises servers, storage and databases to a cloud native environment.
- Provide second and third level incident and problem management including timely response and appropriate resolution of all issues and work requests (and escalating complex problems, when required), for cloud based and on-premises hosting and services.
- Knowledge transfer to the Service Desk, including providing expertise, identifying and documenting workarounds, check lists, and updating the knowledge base.
- Effective support, maintenance and provision of virtual, cloud and hosted platform systems including administration of operating systems, system tools and applications, user access, email systems and file services.
- Maintain patching levels of all platform systems including security-related patches, operating system patches and middle/firmware patches.
- Monitoring stability (availability) and security (threat detection) of all platform systems using system monitoring tools and checking of operating system logs and application logs.
- Participating in projects and leading and performing tasks as assigned by your supervisors or project managers.
- Creating and maintaining systems documentation including initial system builds, configuration changes and patches applied to each system.
- Collaborating and transferring of knowledge to all team members to help raise the overall skill level of the team, ensuring skills coverage across the team, and adopting common approaches, through documenting repeatable administrative tasks and providing advice and assistance, as required.
- Maintaining technical currency and evolving with new technology tools and approaches.
- Exploring opportunities and making recommendations that contribute to technical and procedural continuous improvement, especially for platform services.
- When required, install, configure and administer system tools and applications.

Essential Criteria

Skills and knowledge required for the position:

- Demonstrated experience in the deployment and administration of Linux based services, specifically Red Hat Enterprise Linux
- Demonstrated experience in process automation using command line tools
- Demonstrated experience operating in an ITIL framework, in particular Change Management, Incident Management and Problem Management.
- Demonstrated ability to manage multiple stakeholders to achieve stated outcomes.
- Ability to apply theoretical knowledge or management or policy expertise to bring together diverse and sometimes conflicting information to solve new or one-off problems.
- Ability to be responsible for program/system development and implementation.
- Ability to develop innovative methodologies or take a leading role in the application of proven techniques involving considerable theoretical and technical sophistication.
- Experience developing innovative solutions and contributing to strategic planning.
- Experience will be well regarded in the administration of the mysql, postfix, apache, Satellite server, ansible, VMware/NSX, and physical hardware administration, specifically Dell and Cisco servers.

Capabilities required to be successful in the position

- Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self-reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, demonstrate inclusivity and tailor communication in a way that is meaningful to the audience – consistently modelling accountability, connectedness, innovation and care.
- Demonstrated creative and critical thinking, ability to generate ideas to solve local problems and recommend improvements to current work practices.
- Ability to make sense of data to inform decision-making – building a culture in which staff members actively contribute to the continuous improvement of local practices.
- A current Red Hat certification (e.g. RHCSA/RHCE)

Essential Compliance Requirements

To hold this La Trobe University, position the occupant must:

- Hold, or be willing to undertake and pass, a Victorian Working with Children Check; AND
- Take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.
- Be prepared to provide 24 hour/7 days-a-week rostered, on-call support for critical IT services in accordance with the La Trobe University Collective Agreement 2018 On-Call Arrangements, as required.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

WE ARE CONNECTED



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

WE ARE INNOVATIVE



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

WE ARE ACCOUNTABLE



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

WE CARE



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials: Date: