POSITION DESCRIPTION

Position Title: Systems Administrator
Organisation Unit: Institute for Molecular Bioscience
Position Number: 3001567
Type of Employment: Full time, Fixed term for 2 years
Classification: Hew Level 6

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The University of Queensland's Institute for Molecular Bioscience (IMB) is a leading global life sciences research institute committed to improving quality of life through research. IMB was established in 2000 as UQ’s first research institute and is the cornerstone of one of the largest bioscience research precincts in Australia.

The Institute is home to more than 450 researchers, postgraduate students and support staff from more than 40 countries who work in partnership with their academic, industry and clinical colleagues around the world to advance knowledge in areas including pain, rare diseases, inflammation, superbug infection, cardiovascular disease, environmental research, drug discovery and development, cancer, diabetes and obesity, and reproductive health. Our mission is to drive the bioeconomy and create better health; our vision is to be a life sciences institute with global impact.

By investigating how we grow and develop at the genetic, molecular, cellular and organ levels, IMB researchers can better understand the development processes and pathways involved in human and animal health and disease. The institute also has the technical capacity to translate its new knowledge into drugs, diagnostics and technologies to more effectively prevent, detect and treat disease; and pursue opportunities in a range of biotechnology applications for health, industry and the environment.

IMB’s research outcomes are protected and commercialised by UQ-owned technology transfer group UniQuest.

Information for Prospective Staff

The Institute recognises and values equity and diversity, and encourages applications from any individual who meets the requirements of this position irrespective of gender, sexuality, race, ethnicity, religion, disability, age or other protected attributes.

IMB strives to provide an inclusive working environment, and along with the University is committed to supporting staff with family and caring responsibilities by providing policies, programs and initiatives to help balance work and family responsibilities.

Specific initiatives at IMB can be found at (http://www.imb.uq.edu.au/equity-and-diversity)

Further information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq
DUTY STATEMENT

Primary Purpose of Position

The Systems Administrator is responsible for effective provisioning, installation/configuration, monitoring/documentation, operation, and maintenance of systems hardware, software and related infrastructure.

This individual participates in technical research and development to enable continuing innovation of infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organisational policies and best practises.

Project activities include the definition of needs, benefits, and technical strategy; research & development within the project life-cycle; technical analysis and design; and support of other operations staff in executing, testing and rolling-out solutions. Participation on projects is focused on smoothing the transition of projects from development to production.

Duties

Duties and responsibilities include, but are not limited to:

Information Technology and Research Computing Support

- Engineering of solutions for various projects of both operational and research focused needs.
- Take ownership and contribute to the ongoing innovation and management of monitoring systems.
- Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Research and recommend innovative, and where possible automated approaches for system administration tasks.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform regular security monitoring to identify any possible intrusions.
- Perform regular file archival and purge as necessary for the backup lifecycle.
- Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues.
- Repair and recover from hardware or software failures. Coordinate and communicate directly with impacted constituencies and supervisors.
- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary in accordance with business need and management approval.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions / mounts as required.
- Provisioning of filesystems (archiving, monolithic and parallel) for operational and research computing focused workloads.
Administration
- Contribute to maintaining system standards and create relevant documentation.
- Develop and maintain installation and configuration procedures.
- Perform periodic performance reporting to support capacity planning.
- Any other duties as reasonably directed by your supervisor

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
- the University’s Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships
The position reports to the Senior IT Manager, Research, Jake Carroll.

SELECTION CRITERIA

Essential
- Qualifications and training equivalent to an undergraduate degree in Information Technology, Computer Science or related field; or an equivalent combination of relevant experience and/or education/training.
- A vendor qualification or relevant experience using:
  - Linux
  - VMware
- Sound knowledge and understanding of Management, configuration and deployment of:
  - VMware ESX/i hypervisors and guests
  - Using Puppet/Chef, Ansible, SCCM and/or Casper Suite
  - Previously supported a combination of Linux, Windows and/or Mac platforms.
  - Ability to script in various programming languages as required. (i.e. C++, C, PowerShell, Bash, Perl)
• Prior experience working directly with external vendors and/or internal clients. (Tier I/II Support)

• Prior usage of monitoring tools. (i.e. Nagios, Grafana, InfluxDB TICK stacks)

• Practical experience managing/supporting RedHat/CentOS and/or Ubuntu.

• Excellent interpersonal skills including the ability to communicate effectively with clients by telephone, email and in person

• Ability to prioritise own workload, work independently and meet deadlines.

Desirable

• A vendor qualification or relevant experience using one or more of the following:
  - Oracle Solaris/Oracle HSM/other large archiving filesystem technologies
  - Mac OS/iOS
  - Windows Server

• Usage and configuration of large SAN environments, LUNs, targets and data stores.

• Cloud engineering and deployments in OpenStack, AWS, Azure or other platforms.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.