NATIONAL ARCHIVES OF AUSTRALIA

Position Description

Position number	50075/ 496909
APS Level	Executive Level 2
Branch & Section	Data and Digital
Position title	Director System Operations
Job Role	Information and Communications Technology
Location	Mitchell, Canberra
Status	Ongoing/Non-Ongoing
Security designation	NV1 with the potential to obtain NV2
Salary range	$137,790 - $149,080 Applicants deemed suitable with exceptional skills, experience or expertise may be eligible for an Individual Flexibility Arrangement (IFA) in accordance with the IFA provisions of the NAA's Enterprise Agreement 2024-2027. This may include additional remuneration and/or the variation of other conditions
Contact Officer	Assistant Director General, Leigh Berrell – leigh.berrell@naa.gov.au

About the role

The Data and Digital Branch supports the National Archives in meeting its vision and reaching its strategic goals through services, technology, infrastructure, software, security and governance of its information assets to secure and protect against cyber security threats. It is also responsible for assisting Australian Government agencies to fulfil the National Archives' data and information management requirements.

This is an executive level role in the organisation, and a member of the Data and Digital leadership team, and accordingly you will require sound leadership skills and the ability to think strategically without losing sight of the day-to-day provision of service. Under broad direction from the Chief Information Officer, and cooperatively supporting the Data and Digital Leadership Team, the main duties of the role are to:

- Lead and manage the System Operations section, providing direction, guidance, assistance, and hands-on support to staff, contractors and suppliers as necessary
- Implement and maintain well-performing, secure, patched and supportable systems infrastructure and data storage services
- Establish, configure, manage and support NAA's cloud services,
- Support NAA project and process improvement initiatives through the implementation and modification of systems infrastructure as necessary
- Ensure high levels of reliability and availability of services during business operating hours (as defined by the NAA Executive)
- Ensure the resolution of priority incidents or outages, and undertake any system maintenance requiring planned downtime, outside business hours
- Proactively plan for augmentation, upgrade, replacement and transition as required to sustain delivery of the services
- Maintain strong working relationships with key technology partners
- Proficiently manage the budget of the System Operations section

- Ensure ongoing cyber security compliance (Essential 8 and PSPF) of all systems and services, in cooperation with the Director Cyber Security
- Promote and apply the APS and National Archives contemporary people management principles and practices in diversity, workplace health and safety and participative management
- Implement, promote and apply the National Archives' Vision, Mission and Commitments as expressed in *Strategy 2030* and *Our Values*.

It is highly desirable that you will have demonstrated expertise in managing the systems and services below:

- Active Directory Domain Services.
- Azure Active Directory.
- System Centre Configuration Manager.
- Microsoft Teams and Teams Phone Administration.
- M365 Administration.
- Azure Cloud application and services management.
- Infrastructure Support for enterprise applications (Preservica, MediaFlex, etc).
- Exchange Online Administration.
- RSA Administration.
- VMWare Administration.
- File server and Distributed File System (DFS) administration.
- Datacentre management (Canberra and Chester Hill).
- UPS management for all state sites and datacentres.
- Distributed Network Server infrastructure support.
- Printers and FollowMe printing.
- Databases including SQL and Oracle.
- Dell Servers and associated hardware.
- Hitachi Storage Solutions
- Network Attached Storage solutions.
- Certificate Authority management.
- Data Loss Prevention.
- Virtual Desktop services.
- Zscaler.
- Microsoft Windows Server Support.
- Secure File Transfer.
- AppLocker enforcement .
- Software Updates and Monthly patching.

Who we are

The National Archives of Australia (the National Archives) provides leadership in the best practice management of the official record of the Commonwealth and ensures that Australian Government information of enduring significance is secured, preserved and available to government agencies, researchers and the community.

Our vision: The National Archives is committed to being a world-leading archive and strives to strengthen Australia's cultural identity and democracy by connecting people with the evidence of Australian Government activities and decisions.

The National Archives endeavour to meet the future needs of government and expectations of the Australian public in our rapidly changing digital environment. Underpinning the transformative strategies to enable, secure, connect and innovate is a drive for comprehensive digital capability and service delivery. National Archives is committed to:

- Innovation
- Collaboration
- Inclusion

The National Archives is also committed to developing the capability and expertise of our staff, we offer a Studies Assistance Program that supports staff to achieve individual goals as well as increasing their capacity to help achieve the National Archives' strategic objectives. Our Health and Wellbeing Program encourages and supports a healthier workplace and healthy lifestyle choices for all employees.

Are you eligible?

To be eligible for the role you must be an Australian citizen. If you are selected, you will be required to successfully undergo a pre-employment check and be able to obtain and maintain a security clearance at a NV1 clearance level with the potential to obtain NV2 if required.

How to apply

You need to apply through our e-recruitment system.

Your application must include:
- the names and contact details of at least two referees, one of whom should be a current supervisor.
- your current resume.
- statement (1000 words maximum), describing how your skills, knowledge, and experience/qualifications would enable you to perform the duties of the role taking into account the "Performance Expectations" at the relevant classification and the National Archives' Vision, Mission and Commitments as expressed in Strategy 2030 and Our Values.