Help us to achieve our digital ambitions

We are looking for clever and creative, passionate and energetic people with different skills, backgrounds, and experiences.

We want to hear from you if you:
• are ready for a new challenge that brings growth and opportunity
• want to really make a difference to the national mission of our world-leading University, it’s students and staff
• have experience working in large-scale digital transformations
• embrace collaboration and understand the importance of fostering a positive and inclusive team culture
• appreciate working in an environment embracing contemporary ways of working
• are hands on and adaptive to working across various initiatives and projects, understanding there are times you will need to work outside of your immediate scope to get things done for the benefit of the team
• feel comfortable working in situations that can sometimes bring a level of ambiguity and uncertainty.

Our plan for a better digital future

Our Digital Master Plan will see the University embark on the biggest digital transformation in our history.

It will be a transformation that matches our mission to be among the great universities of the world and driven by a culture of excellence in everything we do. Our digital future will transform the experience of ANU for our students, researchers, academics, professional staff and the wider community.

We are seeking great people to be a part of this history making journey.

The first two strategic programs to launch under the Digital Master Plan are Student First Program and the Digital Infrastructure and Cloud Enablement (DICE) Program. Our Student First Program is focused on improving the end-to-end student experience, from application to graduation. The DICE program is focussed on stabilising and improving a range of core digital foundations. Multiple projects will sit underneath these two programs with a further three digital programs of work expected to be approved in 2022.

The principles to delivering these programs will include, but not limited to:
• human centred design - co-design processes that include both staff and student voices
• agile ways of working
• embedding digital capability into the way we work
• end to end service delivery view
• secure, accessible & inclusive by design
• treating data as a core asset
• cloud right approach to delivering and sourcing.

IF YOU'RE LOOKING TO RELOCATE, YOU'LL LOVE AUSTRALIA’S CAPITAL CITY

#1 most liveable city in Australia
#1 most sustainable city in Australia
#5 healthiest city in the world to live

1. Life in Australia Report 2019
2. The Worlds Most Sustainable Cities 2021
3. Money.co.uk survey report 2021

Shortest commute times and easy to get around, by car, bus, tram or bicycle

2 hours’ drive to the snowy mountains

2 hours’ drive to the coast
ANU is home to some of the most remarkable people from across the world: visionaries, influential leaders, researchers and advocates creating impact and change nationally, regionally and globally.

ANU attracts exceptional staff and students and, through education and enrichment programs, helps them to achieve ambitious goals, and pursue brilliant careers.

The Australian National University (ANU) was established by an Act of the Federal Parliament in 1946. Its founding mission was to be of enduring significance in the post-war life of the nation, to support the development of national unity and identity, to improve Australia’s understanding of itself and its neighbours, and to contribute to economic development and social cohesion.

In the seven decades since, the University has cemented its unique national position and standing as one of the world’s finest institutions, confirming the mandate and the faith of its founders.

Ranked in the top 30 universities globally, the first Australian university to be recognised in this elite tier, ANU continues to be an academic resource for the whole of Australia.

Working at ANU, our staff enjoy some amazing employee benefits including:

- highly flexible working arrangements and locations
- competitive salary and generous 17 percent superannuation
- generous leave entitlements including long service leave
- excellent support for skills development
- family friendly working environment including generous paid parental leave, good work/life balance and an inclusive and supportive culture.

It is an exciting time at the ANU, and a great time to join us!
Position Description

PURPOSE STATEMENT:
The Systems Administrator manages and maintains the services hosted by Information Technology Services (ITS). The Systems Administrator achieves this through maintaining a strong focus on innovation and delivering exceptional outcomes for ITS clients.

KEY ACCOUNTABILITY AREAS:
The Systems Administrator works under the broad direction of the Standard Operating Environments (SOE) Manager and has a close working relationship with Infrastructure Services, Service Delivery and Engagement portfolio management as well as other teams within ITS and colleagues across the ANU.

Position Dimension & Relationships:
The Systems Administrator is responsible for actively managing and maintaining ITS’s suite of production, operational and development computer systems and services hosted on the Windows and Macintosh, providing optimal availability of services, system and data security, design and implementation, innovation, hardware and software maintenance and upgrades. The Systems Administrator will be primarily focusing on Windows systems, within an integrated cross platform environment.

Role Statement:
Under the broad direction of the Standard Operating Environment Manager, the incumbent will:

- Manage and support SCCM infrastructure. Perform windows patching and application deployment via SCCM.
- Implement ASD and CIS security guidelines.
- Perform Microsoft Windows system administration and support tasks, including configuration, installation, monitoring, fault detection, integration, design, prototyping and maintenance of systems (hardware and software) on servers, desktops and other areas as specified. Liaise with businesses, other IT staff and service providers to resolve problems, communicate release scheduling and meet client requirements. Conduct post-release reviews.
- Work with other staff and group managers within Information Technology Services, and the University, as required, to deliver integrated services. Initiate and monitor actions to investigate and resolve problems in systems and services. Assist with the implementation of agreed remedies and preventative measures.
- Draft and maintain procedures and appropriate documentation. Manage application enhancements to improve business performance. Ensure requests for support are dealt with according to appropriate standards and procedures.
- Assist with project-related tasks and the development and maintenance of relevant documentation.
- Maintain and develop technical knowledge through training, study and exchange of knowledge to ensure best practice and to provide sound advice on technical developments.
- Provide support for out-of-hours maintenance for the computing environments supported by the SOE group as required.
- Other duties consistent with the classification of the position.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
SELECTION CRITERIA:

1. Degree plus relevant experience and demonstrated knowledge in supporting and maintaining SCCM infrastructure, Windows SOE including the design, implementation, installation, testing, maintenance and troubleshooting of management systems, applications and settings, within an enterprise environment, or an equivalent combination of relevant experience and education/training.

2. Demonstrated experience in implementation of ACSC\ASD and CIS Security hardening guidelines for windows workstations. Demonstrated experience in implementation and management of Windows Defender ATP.

3. Demonstrated experience in maintaining and managing Microsoft System Centre Configuration Manager (SCCM CB) infrastructure in HTTPS mode. A high level understanding of Windows Public Key Infrastructure (PKI) is desirable.

4. Demonstrated experience in managing, supporting and optimising various SOE components like Operating Systems Deployment (OSD), Application Packaging & Deployment and Software updates deployment and management. Experience with application manipulation and application virtualisation tools is highly desirable.

5. Advanced troubleshooting skills in Azure Active Directory, Intune, Hybrid joined devices and possess excellent knowledge on Active Directory, Group policy, DNS, DHCP required in managing a complex SOE environment including the ability to streamline and automate manual SOE tasks. Experience with PowerShell or C# is highly desirable.

6. Excellent documentation, communication, negotiation, problem solving and coordination skills, with the ability to converse at all levels within a large institution.

7. Demonstrated ability to work effectively in and contribute as a member of multi-skilled team engaged in the delivery of Information Technology support services from a diverse range of systems to a wide client base.

8. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

Supervisor/Delegate Signature: ___________________________ Date: ___________________________

Printed Name: ___________________________ Uni ID: ___________________________

References:

General Staff Classification Descriptors

Academic Minimum Standards
## Pre-Employment Work Environment Report

### Position Details

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<tr>
<th>College/Div/Centre</th>
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In accordance with the Work Health and Safety Act 2011 (Cth) the University has a primary duty of care, so far as reasonably practicable, to ensure the health and safety of all staff while they are at work in the University.

- This form must be completed by the supervisor of the advertised position and appended to the back of the Position Description.
- This form is used to advise potential applicants of work environment and health and safety hazards prior to application.
- Once an applicant has been selected for the position they must familiarise themselves with the University WHS Management System via Handbook guidance [https://services.anu.edu.au/human-resources/health-safety/whs-management-system-handbook](https://services.anu.edu.au/human-resources/health-safety/whs-management-system-handbook).
- The hazards identified below are of generic nature in relation to the position. It is not correlated directly to training required for the specific staff to be engaged. Identification of individual WHS training needs must be in accordance with WHS Local Training Plan and through the WHS induction programs and Performance Development Review Process.

### Potential Hazards

- Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a regular or occasional part of the duties.

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**OTHER POTENTIAL HAZARDS (please specify):**

| Supervisor/Delegate Name: | Rahul Khanna | Date: | 26/10/2021 |