

## Tasmanian Electoral Commission

# Senior ICT Systems Administrator - Statement of Duties

### Objective

Contribute to the efficient and cyber secure operation of the Tasmanian Electoral Commission. Provide high-level technical support for the design, implementation, maintenance and administration of the TEC's temporary and permanent ICT infrastructure, both on-premises and cloud-based. This includes the support of servers and workstations, applications, databases, networks, and security, within a managed operating environment. Drive and implement changes to ICT systems to solve business problems, and provide input into larger programs of work within the TEC ICT team. Assist in the development and documentation of standards, systems and procedures as required.

Objective

### Role Overview

This position has a primary focus on the administration of our office and election event ICT infrastructure. Working within a very small team you will support a wide range of systems, including Windows/MacOS/Linux servers and workstations, network and security infrastructure, Infrastructure-as-a-Service through to Software-as-a-Service cloud platforms, business and custom electoral applications, permanent and temporary sites, and a fleet of polling place devices.

During election periods you will drive the deployment, support, and maintenance of ICT infrastructure for temporary election sites and processes, and assist junior ICT staff with support where required. You will also provide support where needed to ensure all election tasks relating to the configuration of electoral systems, and management of electoral roll data are executed accurately and on schedule.

Outside of election periods the focus moves to the implementation of continuous improvements to TEC ICT systems to solve business problems and increase efficiency and security, and contributions to larger programs of work within the TEC ICT team.

This position requires someone who loves to solve problems, is keen to learn, and self-motivated to research and find solutions. You'll be working across a wide range of systems and technologies and need to be able to dive in and learn whenever the need arises. As a small team, every member needs to be willing and able to jump in

to any task assigned, particularly when it's all hands on deck during election events. Continued learning is a focus for all ICT team members.

You'll need to be able to handle periods of higher pressure with a stream of high-priority tasks to support election processes, as well as slower paced periods where improvements and research and development can be done. A keen eye for detail is essential, and as well as skills in systems administration and support, you'll also need to have a good handle on data management and Excel.

Communication, collaboration, and organisation are big factors in succeeding in our team. Elections can be fast-paced with tasks involving both sensitive data and detailed procedures, alongside strict deadlines. All team members need to work together, follow procedures carefully, and document tasks accordingly for an election to succeed.

## Duties

Primary duties for this position include:

- Working within the TEC ICT team, undertake high-level technical management and maintenance of the TEC's ICT systems, particularly in the areas of on-premises and cloud server and desktop infrastructure, network services and security, and corporate applications.
- Provide high level technical advice to ICT management, and technical leadership and support to ICT staff. Oversee casual staff and processes as required.
- Drive and implement changes to ICT systems to solve business problems and increase efficiency and security, and participate in the planning and implementation of larger programs of work within the TEC ICT team.
- Respond to and manage escalated incidents and issues in a timely manner, and assist other TEC ICT staff with general desktop support and training services where required.
- Drive the coordination, deployment and maintenance of ICT infrastructure for election offices, polling places, and other electoral processes for each election or electoral process.
- Prepare and maintain accurate documentation and records of the TEC ICT environment, processes and procedures, and contribute to the development of ICT and cyber security policies and procedures.
- Perform capacity planning, infrastructure and performance monitoring, and tuning activities related to physical and virtual operating systems, corporate applications, databases and networks.

Other duties which may be undertaken in collaboration with the TEC ICT team, include:

- Deploy, configure, and monitor election systems, including configuration of custom applications, and the administration and support of associated database infrastructure.
- Process, analyse, and securely handle electoral data, including undertaking proofing for accuracy, and analysis of data for the wider TEC team.

## **Level of responsibility**

- Expected to represent the TEC ICT team in an appropriate, professional manner and be responsible for providing an effective and efficient ICT support service to the TEC.
- Responsible to the Manager IT and Cyber Security for the provision of technical advice and successful co-ordination and conclusion of activities or project tasks on time and within resources allocated.
- Responsible for providing technical support and maintenance of the TEC's ICT infrastructure and ensuring that security standards are adhered to and maintained.
- Conduct your work in a safe manner such that it does not put yourself or others at risk.
- Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.
- You are responsible for upholding the values of Integrity, Respect, Accountability and actively contributing to make our workplaces Inclusive and Collaborative.

## **Direction and supervision received**

- The occupant will report directly to the Manager Information Technology and Cyber Security and receive broad supervision in order to maintain a stable and secure ICT environment. Professional and technical guidance will be provided for more complex undertakings.
- The occupant will be required to occasionally work outside of normal business hours and work unsupervised from time to time.
- The occupant may be required to undertake intra-state travel.

## **Selection criteria**

1. Highly-developed investigative, analytical and problem solving skills and the ability to learn new skills and systems quickly in order to resolve complex technical issues related to the management of ICT infrastructure.
2. Extensive knowledge and experience in the secure administration of ICT infrastructure, including Microsoft operating systems and management systems, corporate applications and database environments. Experience with management and implementation of other operating systems such as Linux and MacOS in a secure corporate environment.
3. Demonstrated knowledge and experience designing, implementing, and supporting secure public cloud ICT solutions, including knowledge and experience in Microsoft Azure and Microsoft 365, to support business objectives.
4. Demonstrated knowledge of the management and monitoring of secure network infrastructure including local and wide area networks.
5. Demonstrated ability to operate within defined policy and procedures and accurately perform complex tasks in a high-pressure environment with multiple priorities and deadlines.
6. Demonstrated interpersonal and communication skills, with the ability to work effectively as a collaborative member of a team, liaise with vendors, provide advice on technical issues, and deliver professional services to a diverse client base.
7. Experience contributing to the development of procedures, and ability to identify opportunities for innovation, consider and develop appropriate options, and recommend effective solutions.

## **Essential requirements**

- Political neutrality

## **Desirable requirements**

- Minimum of 5 years experience working in a complex IT environment
- Relevant tertiary/professional qualifications
- A current driver's licence

## Pre-employment Checks

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

1. Pre-employment checks
  - Arson and fire setting
  - Violent crimes and crimes against the person
  - Sex-related offences
  - Drug and alcohol related offences
  - Crimes involving dishonesty
  - Crimes involving deception
  - Making false declarations
  - Malicious damage and destruction to property
  - Serious traffic offences
  - Crimes against public order or relating to the Administration of Law and Justice
  - Crimes against Executive or the Legislative Power
  - Crimes involving Conspiracy
2. Disciplinary action in previous employment.
3. Identification check.

## Position Summary

<b>Title</b>	Senior ICT Systems Administrator
<b>Number</b>	357226
<b>Award</b>	Tasmanian State Service Award
<b>Classification</b>	ICT3
<b>Division</b>	Tasmanian Electoral Commission
<b>Full Time Equivalent</b>	1.0FTE
<b>Output Group</b>	Tasmanian Electoral Commission
<b>Branch</b>	Information Technology Services
<b>Supervisor</b>	Manager Information Technology and Cyber Security
<b>Direct Reports</b>	Nil
<b>Location</b>	Moonah
<b>Position category and funding</b>	T137

