Make it _matter_.

POSITION DESCRIPTION

Specialist – Production Services

Position Level	8
Faculty/Division	Operations
Position Number	_ADMIN ONLY_
Original document creation	

Position Summary

The Specialist provides specialist services in relation to the implementing, managing, operating, supporting and monitoring of the IT Managed Systems environment for all of UNSW. This role may support across virtual environments including Application, Networking, and other Microsoft and Linux related environments providing services to UNSW staff, students and alumni.

The position is part of UNSW IT but will works closely with the Faculties and Divisions to ensure the services operate within their defined metrics and to maximize uptime for the UNSW environment.

The role of Senior Specialist reports to the Team Leader and has no direct reports

Accountabilities

Specific accountabilities for this role include:

- Develop, build and implement services that deliver to stakeholder requirements in a standard operating environment across the organisation.

- Manage and support the UNSW IT Managed Systems to ensure SLAs are achieved and the environment uptime is maximized.

- Provide specialist level services and advice in relation to the implementing, management and operation of the IT Managed environment for all of UNSW.

- Undertake problem diagnoses, correction and act as the point of escalation for relevant technologies across the organisation according to assigned priorities and timeframes.

- Monitor, determine and apply new releases and patches to applications and operating systems and make recommendations to the Team Leader on implementation and testing strategies.

- Assist in the evaluation, development and implementation of end-to-end infrastructure solutions, ensuring ownership and accountability for the implementation of all deliverable outcomes.

- Review and update policies, procedures and other documentation required to support UNSW IT Managed Systems.

- Provide specialist level services and advice in relation to the implementing, management and operation of the IT Managed environment for all of UNSW.

- Be available for On-Call / After Hours support on a rotating basis, typically one week per month as well as weekend and After Hours work as required.

- Help manage risks, issues and costs, and work with the team to ensure appropriate solutions are in place.

- Assist the Team Leader in optimising the way in which the Infrastructure Services team works, including practices, organisation, and resourcing to promote team dynamics and opportunities for continuous improvement.

- Oversee and finalise effective communications with key stakeholders, both internal and external and provide influential input with stakeholders to achieve business outcomes.

- Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct

- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health & safety of yourself or others

Skills and Experience

- Relevant Tertiary qualification in at more than one relevant domain disciplines (Cloud, Linux, Windows, Database, Networking) with extensive industry experience or equivalent level of knowledge gained through any other combination of education, training and/or experience in implementing, configuring, maintaining and supporting a large scale IT environment.

- ITIL Foundation Certification or equivalent experience as well as relevant industry certification(s) or equivalent.

- Demonstrated specialist level knowledge of environments.

- Understanding of Change Control methods for adding, removing or changing software, hardware and configurations in production and non-production environments

- Demonstrated experience in the development and implementation of policies and procedures, network design and other support documentation.

- Proficient in consultation, time management, influencing and negotiation skills and proven ability to engage effectively with diverse stakeholders to achieve successful outcomes.

- Demonstrated analytical and problem-solving skills and proven capacity to exercise initiative, flexibility and to be proactive in development of robust solutions to problems.

- High level written and verbal communication skills, with a high level of attention to detail for deliverables produced.

- Demonstrated success working effectively and collaboratively on initiatives with a range of people at different levels within an organisation.

- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.

- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.