

Senior Systems Administrator

College/Division	Division of the Chief Operating Officer
School/Section	Information Technology Services
Location	Launceston / Hobart
Classification	Higher Education Officer Level 7
Reporting line	Reports to Manager, Enterprise and Network Services

Position Summary

The University of Tasmania is building a vision of a place-based University with a mission to enhance the intellectual, economic, social and culture future of Tasmania, and from Tasmania, contribute to the world in areas of distinctive advantage. The University recognises that achieving this vision is dependent on the people we employ as well as creating a people-centred University that is values-based, relational, diverse, and development-focused.

We are seeking to appoint a Senior Systems Administrator within IT Services, which is in the Division of the Chief Operating Officer.

The Senior Systems Administrator will oversee and direct team members supporting the operations of computer systems related to the technical silo(s) for which they are responsible. The role will have current knowledge of new technologies to leverage optimisation techniques for efficient systems operation.

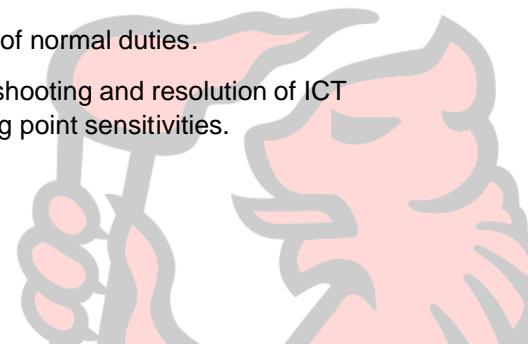
The role includes leadership of Systems Administrators, planning and coordination (including capacity planning), security management, documentation management, system integration, and problem diagnosis. The Senior Systems Administrator will demonstrate expert knowledge of software application behaviour to deploy, configure and troubleshoot computer systems.

The position involves responsibility for all aspects of system administration duties associated with Server/Client technologies, Propriety and/or Open Source Application stacks. They will also provide expert documentation, and both undertake and oversee technical support technology issues relating to central computing and communications infrastructure of IT Services.

We are an inclusive workplace committed to ‘working from the strength that diversity brings’ reflected in our Statement of Values. We are dedicated to attracting, retaining and developing our people and are committed to inclusive principles. We celebrate the range of diverse assets that gender identity, ethnicity, sexual orientation, disability, age and life course bring. Applications are encouraged from all sectors of the community. Tell us how we can make this job work for you.

What You'll Do

- Manage the operations of nominated ICT technical silos to ensure efficiency and maximise availability, and provide expert technical advice, support and consultation on issues relating to nominated technical silos.
- Direct and oversee Systems Administrators staff in the performance of normal duties.
- Provide training and technical expertise to team members in troubleshooting and resolution of ICT service issues related to nominated technical silos, to remove staffing point sensitivities.



- Implement and maintain a systems business impact assessment to prioritise service recovery in the event of a failure.
- Work collaboratively with the other team members and across other ITS teams to troubleshoot and resolve end-to-end service issues.
- Maintain and develop effective documentation and ICT standards for infrastructure and associated services supporting University business operations. Submit Request for Change (RFC) documents before any application upgrades or changes are performed.

What We're Looking For

- A relevant degree; or associate diploma and extensive relevant experience; an equivalent combination of extensive relevant experience and/or education/training
- Demonstrated expert knowledge of system administration activities associated with;
 - Server/Client technologies (Microsoft server suite and/or Red Hat Enterprise Linux and/or Microsoft Client suite);
 - Propriety and/or Open Source Application stacks (i.e. MS Exchange, MS SQL, directory services, etc)
- Demonstrated expert understanding of systems integration and network concepts.
- Demonstrated expert knowledge and experience with virtualisation and data protection concepts and technologies.
- Demonstrated high level analytical problem-solving skills and attention to detail.
- Proven experience in systems risk mitigation and ability to work to critical business timeframes.
- High level organisational, written and interpersonal communication skills. Demonstrated experience in customer service in a large-scale environment in information technology.

Other position requirements

- Knowledge of University environment
- Foundation Certificate in IT Service Management

University of Tasmania

The University of Tasmania is an institution with an enduring commitment to our state and community, and a strong global outlook. We are committed to enhancing the intellectual, economic, social and cultural future of Tasmania. Our [Strategic Direction](#) strongly reflects the University community's voice that our University must be place based but globally connected as well as regionally networked and designed to deliver quality access to higher education for the whole State.

We believe that from our unique position here in Tasmania we can impact the world through the contributions of our staff, students and graduates. We recognise that achieving this vision is dependent on the people we employ, as well as creating a university that is values-based, relational, diverse, and development-focused.

Check out more here:

<https://www.utas.edu.au/jobs>

<https://www.utas.edu.au/careers/our-people-values-and-behaviours>

The intention of this position description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties above may be altered in accordance with the changing requirements of the position.

