THE UNIVERSITY OF
WESTERN
AUSTRALIA

Position Title:	Platform and Storage Specialist
Position Classification:	Level 6
Position Number:	315597, 315598, 316032, 316033, 316034
Faculty/Office:	Information Technology
School/Division:	Central Unit
Centre/Section:	Infrastructure and Platform Services
Supervisor Title:	Technical Manager, Platform and Storage
Supervisor Position Number:	315596

Your work area

UWA is making significant investments in the Information and Technology Services to enable its strategic direction and goals. UWA is also looking to utilise technology advancements to expand its services and create new and innovative teaching and research models.

Robust, flexible, integrated and agile enterprise architecture, information and technology services are vital to enabling the university strategic objectives.

Reporting Structure

Reports To: Technical Manager, Platform and Storage

Direct Reports: NIL

Your role

The Platform and Storage Specialist supports the Technical Manager, Platform and Storage Service with technical expertise in a variety of analytical and technical assignments that provide for problem diagnosis and solutions for services in the storage, computing and infrastructure software environment.

Key responsibilities

- Provide technical expertise in a variety of analytical and technical assignments in the IT infrastructure environment.

- Work with the team and other University stakeholders to actively monitor and maintain the infrastructure platforms and applications, resolving incidents and problems, actioning change requests and ensuring delivery of high quality service to the University.

- Deliver project based work, including design, documentation and implementation, leading to the development and deployment of new infrastructure services.

- Identify and deliver on opportunities to improve operational efficiency and quality for infrastructure platforms through orchestration and automation techniques, documentation and operational processes.

- Actively contribute to a culture of service excellence, innovation and continuous improvement founded on cohesiveness, team work and flexibility.

- Participate in an On Call roster for out of hours support.

- Other duties as directed.

Your specific work capabilities (selection criteria)

- Relevant University degree or equivalent competency.

- ITIL Certification or demonstrated experience in ITIL processes is desirable.

- Considerable experience in architecture, documentation, operations and technical management of infrastructure platforms and applications, in a diverse hosting environment including high availability configurations, orchestration, automation, performance analysis and recovery methods.

- Well-developed analytical and problem solving skills, and the ability to interpret needs and recommend appropriate solutions within a changing environment.

- Highly developed written and verbal communication skills.

- Ability to communicate, build positive stakeholder relationships and manage competing priorities whilst always remaining fully customer focused.

- Working knowledge of the Higher Education sector is desirable.

Special Requirements

Some after hours and weekend work may be required.

Compliance

Workplace Health and Safety

All supervising staff are required to undertake effective measures to ensure compliance with the Occupational Safety and Health Act 1984 and related University requirements (including Safety, Health and Wellbeing Objectives and Targets).

All staff must comply with requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with University and Legislative health and safety requirements.
Details of the safety obligations can be accessed at http://www.safety.uwa.edu.au

Equity and Diversity

All staff members are required to comply with the University's Code of Ethics and Code of Conduct and Equity and Diversity principles. Details of the University policies on these can be accessed at http://www.hr.uwa.edu.au/publications/code_of_ethics, http://www.equity.uwa.edu.au