



Australian
National
University

Position Description

College/Division:	Information Technology Services (ITS)
Faculty/School/Centre:	
Department/Unit:	Infrastructure as a Service (IaaS)
Position Title:	Windows Systems Manager
Classification:	Senior Manager 1 (IT)
Position No:	939
Responsible to:	Associate Director – ICT Infrastructure
Number of positions that report to this role:	8
Delegation(s) Assigned:	D6

PURPOSE STATEMENT:

The Australian National University's information technology infrastructure plays a critical role in enabling and supporting teaching, learning, research and administration. The Information Technology Services (ITS) Division provides unified management and coordination support for a wide range of academic and corporate information services and more generally manages development of the University's information infrastructure. Major areas include networks, communications, computing platforms, data stores, desk-top and mobile access, high-performance computing, online publishing, enterprise systems, student learning environments, and IT security. The work of ITS is coordinated with services provided within, and by Academic Colleges and Service Divisions to form a cohesive, university-wide information technology infrastructure.

The Windows Systems Manager is responsible for organisational wide delivery of numerous critical systems to the ANU. This includes core authentication and access control systems, policy enforcement, Email, Virus protection and the administration of Microsoft based (Windows) servers, for ITS, and on behalf of various Schools, Colleges and other parties across the University. The Windows Systems Manager oversees the Windows team who provide support for the Microsoft Server, Web and Online Services Environment at the ANU, including the Microsoft Office 365 suite, Active Directory, Exchange, File and Print Services, Lifecycle management, Project Assistance and other services as required.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

Under the broad direction of the Associate Director – ICT Infrastructure, the Windows Systems Manager leads a team of systems engineers to deliver innovative, secure, reliable and efficient delivery/upgrade of Windows based Servers and Applications, Active Directory (AD) and Microsoft based Email services on an organisational wide basis. The Windows Systems Manager consults and collaborates with system administrators, infrastructure specialists, business areas, and end users from within ITS, and across the University. Liaison with external vendors and their support areas will also be required.

Role Statement:

Under the broad direction of the Associate Director – ICT Infrastructure, the Windows Systems Manager will:

1. Manage the University's critical Windows Server and Applications, Active Directory and Microsoft based Email systems, ensuring reliable and efficient delivery/upgrade of Windows based applications and systems.
2. Provide effective leadership, direction and staff engagement to build and maintain a cohesive, cooperative and high performing team.
3. Act as the organisational point of contact (and subject matter expert) across Microsoft based technologies, including representing the ITS Division in wider BAU (Operational Delivery) and Project based discussions.
4. Plan and manage the Windows based Application lifecycles including monitoring, capacity, design, implementation, documentation and ongoing maintenance/patching.
5. Strategise, plan, coordinate and implement service improvement projects, including leading technical

assessment, business engagement, and transition of services.

6. Lead and facilitate meetings, training, professional development and planning activities across the Windows Systems team.
7. Provide On-Call support for out of hour's maintenance for the computing environments supported by the Windows Team where required.
8. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
9. Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling.

SELECTION CRITERIA:

1. Postgraduate qualifications with relevant experience and management expertise, or an equivalent combination of experience and training. Experience delivering ICT services in a complex organisation will be highly regarded.
2. Proven ability to manage a team from multidisciplinary backgrounds, and assess priorities, allocate workloads and manage conflicting deadlines to deliver on challenging objectives in a timely manner.
3. Extensive knowledge and high-level technical skills in Microsoft based System Administration.
4. Ability to provide strategic advice on IT systems development and extensive proven experience in developing and supporting critical systems in a multi-platform environment.
5. Significant project management experience and skills in developing, specifying and managing IT projects, including service development and deployment activities, and in evaluating services and processes.
6. Demonstrated high-level written and oral communication and interpersonal skills, including the ability to communicate clearly, consult, negotiate and liaise with colleagues, senior managers and clients.
7. A demonstrated high level of understanding of equal opportunity principles and a commitment to the application of EO policies in a university context.

Supervisor/Delegate Signature:

Date:

Printed Name:

Uni ID:

References:

[General Staff Classification Descriptors](#)

[Academic Minimum Standards](#)



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Pre-Employment Work Environment Report

Position Details

College/Div/Centre	Information Technology Services (ITS)	Dept/ School/Section	Infrastructure as a Service (IaaS)
Position Title	Windows System Manager	Classification	ANU Officer Grade 7 (IT)
Position No.	939	Reference No.	Senior Manager 1 (IT)

In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
- This form is used to advise potential applicants of work environment issues prior to application.
- Once an applicant has been selected for the position consideration should be given to their inclusion on the University's Health Surveillance Program where appropriate – see . http://info.anu.edu.au/hr/OHS/___Health_Surveillance_Program/index.asp
Enrolment on relevant OHS training courses should also be arranged – see http://info.anu.edu.au/hr/Training_and_Development/OHS_Training/index.asp
- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see 'Employment Medical Procedures' at http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp

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.

TASK	regular	occasional	TASK	regular	occasional
key boarding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	laboratory work	<input type="checkbox"/>	<input type="checkbox"/>
lifting, manual handling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	work at heights	<input type="checkbox"/>	<input type="checkbox"/>
repetitive manual tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	work in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>
catering / food preparation	<input type="checkbox"/>	<input type="checkbox"/>	noise / vibration	<input type="checkbox"/>	<input type="checkbox"/>
fieldwork & travel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	electricity	<input type="checkbox"/>	<input type="checkbox"/>
driving a vehicle	<input type="checkbox"/>	<input type="checkbox"/>			
NON-IONIZING RADIATION			IONIZING RADIATION		
solar	<input type="checkbox"/>	<input type="checkbox"/>	gamma, x-rays	<input type="checkbox"/>	<input type="checkbox"/>
ultraviolet	<input type="checkbox"/>	<input type="checkbox"/>	beta particles	<input type="checkbox"/>	<input type="checkbox"/>
infra red	<input type="checkbox"/>	<input type="checkbox"/>	nuclear particles	<input type="checkbox"/>	<input type="checkbox"/>
laser	<input type="checkbox"/>	<input type="checkbox"/>			
radio frequency	<input type="checkbox"/>	<input type="checkbox"/>			
CHEMICALS			BIOLOGICAL MATERIALS		
hazardous substances	<input type="checkbox"/>	<input type="checkbox"/>	microbiological materials	<input type="checkbox"/>	<input type="checkbox"/>
allergens	<input type="checkbox"/>	<input type="checkbox"/>	potential biological allergens	<input type="checkbox"/>	<input type="checkbox"/>
cytotoxics	<input type="checkbox"/>	<input type="checkbox"/>	laboratory animals or insects	<input type="checkbox"/>	<input type="checkbox"/>
mutagens/teratogens/	<input type="checkbox"/>	<input type="checkbox"/>	clinical specimens, including blood	<input type="checkbox"/>	<input type="checkbox"/>
carcinogens			genetically-manipulated specimens	<input type="checkbox"/>	<input type="checkbox"/>
pesticides / herbicides	<input type="checkbox"/>	<input type="checkbox"/>	immunisations	<input type="checkbox"/>	<input type="checkbox"/>
OTHER POTENTIAL HAZARDS (please specify):					

Supervisor's Signature:		Print Name:		Date:	
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