

WorkCover

QUEENSLAND



IT Senior Network and Security Administrator

Service Operations |
Digital and Technology Group



Acknowledgement of Country

WorkCover Queensland respectfully acknowledges and pays respect to Queensland's Elders past, present and emerging. We acknowledge the Turrbal and Yugara people as the Traditional Custodians of the lands where our 280 Adelaide Street office stands. We thank the Traditional Custodians of Country throughout Australia for their ongoing custodianship of land, waters and community.

The meaning behind the artwork

“WorkCover Queensland acts as a support system for people, both employees and employers. Like cells in our bodies, following injury and illness, they provide structure and support during the rehabilitation process. Built on a platform of strong, authentic relationships, WorkCover Queensland is focused on expanding their existing relationships to create a broader range of genuine and diverse connections with communities throughout Queensland.”

Through a strong sense of purpose, WorkCover Queensland continue to be the cells that connect and support people. With each new relationship, the cells of the network rebuild and grow, creating even stronger links throughout Queensland.” — Rachael Sarra, Aboriginal artist from Goreng Goreng Country

About WorkCover Queensland

WorkCover Queensland has been providing workers' compensation insurance in Queensland for more than twenty years. Supporting Queensland workers and businesses is at the heart of everything we do. From customer service and managing claims, to accessing rehabilitation, preventing injuries, and making sure employers have the right cover to protect their team. The most important thing for us is keeping Queenslanders working and we understand everyone's needs are different.

- We are government-owned but self-funded
- All Queensland employers must hold a WorkCover Accident Insurance policy unless they qualify as a self-insurer
- We are customer focused
- We are committed to keeping premiums low for employers while giving injured workers the best possible return to work support.

Further information about WorkCover can be found on [our website](#)

Our values

- Excellence
- Integrity
- Respect
- Responsiveness.

Our vision

To be the best workers' compensation insurer and make a positive difference to people's lives.

Our purpose

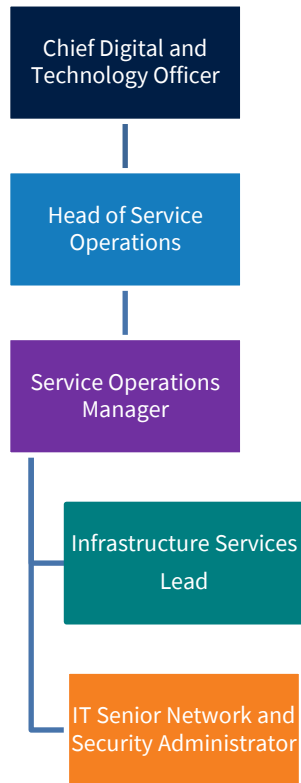
We partner with and support our customers to keep Queenslanders working, through:

- Trusted partnerships underpin our focus on return to work outcomes
- Tailored quality experiences for workers and employers
- Creating value for business through innovative and sustainable outcomes
- Influencing and investing in injury prevention.

Our culture

At WorkCover Queensland our vision is to be the best worker's compensation insurer, to make a positive difference to people's lives and to keep Queenslanders working. Our flexible work environment allows you to be your best every day and contribute to the big picture.

Our organisation is made up of individuals who collaborate and seek to engage others, working together as One Team. We embrace diversity and value people who bring personal energy and authenticity to everything they do. If you're someone with a strong values-oriented compass and you want to achieve sustainable outcomes, you will find a great community at WorkCover.



About the position

- Responsible for ensuring the stability, integrity and efficient operation of WorkCover’s IT network (on-premise and cloud environments).
- This role also encompasses the planning and implementation of security measures to safeguard the WCQ’s IT infrastructure and network across on-premise and cloud environments.

Key responsibilities

- Design, implement, and manage WorkCover's network infrastructure.
- Ensure system and network availability and reliability.
- Perform network maintenance and system upgrades, including service packs, patches, hot fixes and security configurations.
- Optimises network performance and troubleshoots network problems and outages.
- Provide support and troubleshooting to resolve network and security issues.
- Develop, implement and maintain security policies, procedures and protocols.
- Conduct regular security assessments, vulnerability testing and risk analysis.
- Monitor network traffic for suspicious activity and respond to security breaches.
- Ensure compliance with industry standards and regulatory requirements.
- Assist with deploying new applications and systems, ensuring secure integration with existing infrastructure.
- Collaborate with D&TG team members to develop and enhance the organisation's security posture.
- Maintain detailed documentation of network and security configurations, processes and procedures.
- Prepare and present regular reports on network and security status.
- Uses network management software and tools to investigate and diagnose network problems, collect performance statistics and creates reports.
- Participate at a senior level within projects within the production and development areas, providing network and security expertise and support accordingly. Where appropriate project lead technical projects.
- Coordinate with D&TG cybersecurity team and external partners to support infrastructure, network and security initiatives.
- Perform other duties as required.



Skills and knowledge

Qualifications

- Bachelor's degree in Computer Science, Information Technology, or related field.
- Possess relevant cloud certifications or equivalent, preferably with AWS.

Practical experience

- Have at least 5 years of experience in senior network administration and security in cloud environments, preferably with AWS.
- Possess certifications such as CISSP, CCNP Security, CEH or equivalent.
- Proven track record of managing complex network and security environments.

Communication skills

- Developed written and verbal communications skills with the ability to effectively communicate with a diverse range of internal and external customers and stakeholders.
- Ability to negotiate with and influence stakeholders through effective communication.
- Demonstrated ability to communicate complex technical information in a condensed manner to various stakeholders verbally and in writing.
- Work collaboratively and constructively across peers to build trust, break down silos, discuss issues, resolve problems, and build constructive peer relationships.
- Ability to communicate highly technical concepts in business terms.

Planning and decision making

- Ability to manage competing priorities effectively, and manage others to do likewise
- Ability to work autonomously, prioritise and meet deadlines
- Strong analytical skills and attention to detail, particularly in summarising complex technical matters into easy to understand concepts.

Teamwork

- Demonstrated ability to establish and maintain good working relationships, share information, work effectively and cooperatively with fellow team members, the broader WorkCover team and executive management
- Demonstrated ability to coach team members from across the business.

Behaviours

WorkCover has five Core capabilities that embody our values and apply to all our roles. Each capability defines excellence in behaviour at work and the definition then establishes the benchmark against which people are expected to demonstrate.



Core

Strives for excellence

Strives for excellence in skill and behaviour through continuous improvement, learning, passion to achieve and commitment to overcoming obstacles. **Looks to do things better** – wants to find better ways of doing things; keeps track of outcomes. Positively accepts and acts on feedback from others.

Acts with integrity

Acts authentically in a way which is fair, transparent and consistent with what is said and expected to achieve results; Aligns behaviours with own values and the values of WorkCover Queensland, especially in challenging circumstances. **Walks the talk** – is consistently and openly honest, honouring promises and agreements; shares information, insights or comments about work in appropriate forums rather than remaining silent or undermining behind the scenes; and serves all equally in accordance with personal and organisational values.

Is responsive to the needs of others

Focuses one's efforts on discovering, understanding and balancing the needs of customers; Empowers others to achieve outcomes in alignment with WorkCover Queensland's customer strategy principles, internal policies and legislation. **Understands the need** – Strives to develop an understanding of customer needs through formal and informal processes and information gathering and communicates these needs to the team. Proactively identifies and addresses issues affecting the customer experience.

Demonstrates respect

Ability to care for, empathise with other people, ensuring they feel valued through **actively listening** to views and opinions of others, understanding feelings and concerns and adjusting one's responses accordingly.

Builds relationships

Values and deeply understands the role of our stakeholders; makes it easy to connect, develops and maintains relationships and networks both internally and externally with the goal of working better together. Collaborates to advance projects or goals.