

## Systems Administrator

### Position Description

### Operations Pillar - The IT Team

The IT team is responsible for enabling Arts Centre Melbourne through Services and Technology. It collaborates with all other business units including external presenters and customers to deliver assistance and advice in a flexible, transparent and innovative manner.

The IT Services team is a singular cohesive team, consisting of three distinct areas; Development, Service Delivery, and Infrastructure. The Development area is responsible for providing and developing cost effective and robust solutions, while the Service Delivery team delivers user and application service support, and account management services with the organisation. The Infrastructure team support security, network, server (including Cloud) and operational duties within a 24x7 environment.

### The Role

**A member of the high performing IT Infrastructure team delivering on Arts Centre Melbourne's strategic goals and functional tasks. A critical contributor to the implementation and support of the network and server infrastructure that underpins technical and technology solutions.**

The Systems Administrator is a member of the IT Infrastructure team and will provide expert advice, technical support and implementation for Arts Centre Melbourne IT Infrastructure, including virtualised servers hosted on-premises, in public cloud and hybrid along with network infrastructure across multiple campuses. The role will also contribute to the organisation's cyber security posture.

The role is a critical enabler for information systems and technology for the wider business. Working alongside the team, it contributes to managing the technical foundations which support ACM's employees, and customers alike. Working collaboratively and cohesively with key personnel from other areas of IT, the team are responsible for a number of platforms which provide critical access to systems and services. These systems and services include, cloud services, storage, server support and maintenance, network connectivity, network security, end point protection, and wireless connectivity. Each of these systems support hundreds of staff and thousands of visitors.

The Systems Administrator contributes to evaluating services that lead ACM into the future. The role will also ensure IT system reliability and user confidence by providing a high level of 2nd & 3rd Level support and development of all related Cloud and Systems Infrastructure, working cohesively with key internal stakeholders including; Facilities, Production, and venue event delivery teams.

Type	Full Time
Reports to	Manager, IT Infrastructure
Direct Reports	N/A
Salary/Hourly Rate	ACM Enterprise Agreement 2022 Band 4.3
Key Relationships	<i>Internal:</i> IT Service Desk, IT Technical Applications team, IT Business Partnering team, digital and technology focused roles, venue operational teams, Operations Team, Facilities, Production. <i>External:</i> Technology contacts, Vendors, Presenters
Delegation	N/A
Location	Arts Centre Melbourne premises (subject to potential relocation)
Other	Satisfactory completion of a National Police Check required You will hold valid working rights in Australia (subject to verification)
Last Reviewed	May 2022

## KEY CRITERIA

### Your capabilities

- **Change Agility** – you work well in an environment characterised by high levels of change: adapting, learning and applying skills quickly.
- **Sustainable Creative Practice** – you create and choose from a number of strategic options and make decisions to deliver the most impactful strategic outcome.
- **Collaboration** – you work with others to achieve outcomes – involving the right skill, perspectives, abilities and expertise.
- **Accountability** – you achieve required goals and outcomes both personally and for the organisation.
- **Coaching** – you continuously develop yourself and assist others.
- **Being Inclusive** – you act in a way that is inclusive and provides an environment of access and equity

### Your qualifications and experience

#### Qualifications

- Relevant tertiary degree or equivalent professional qualification in Information Technology or related discipline essential
- Certified in relevant fields (Microsoft, Cisco, ITIL, VMWare etc.)
- Cloud certifications (Azure, AWS)

#### Technical Experience

- Professional background in information technology infrastructure support or related roles.
- Experience working with ITIL-based processes.
- Extensive experience managing and delivering large scale networks.
- Experience managing firewalls for various functions.
- Extensive experience managing routing, switching, Wi-Fi.
- Experience managing public cloud environments
- Experience prioritising and balancing competing priorities with competing resource requirements.
- Technical change management experience.
- Advanced technical problem-solving skills.
- Understanding of, and experience with various project management methodologies including agile and waterfall.
- Understanding of broad technology security considerations.

### Your skills and attributes

#### Attributes

- Confident and calm while troubleshooting in a methodical manner.
- Highly organised and detail oriented.
- Comfortable engaging with stakeholders of varying levels and disciplines.
- Considers the enterprise view in solution design and stakeholder interactions.
- Curious, challenges assumptions to discover opportunities.
- Passionate and engaged with technology, keeps abreast of new technology developments.

#### Technical Skills

- Extensive experience with and understanding of current technology, operating systems and applications; and the demonstrated ability to learn and apply new technology and systems, including upgrades and changes.
- Extensive experience with network and firewall management
- Extensive experience managing routing, switching, Wi-Fi
- Strong knowledge of TCP/IP networking including subnetting, DNS, DHCP, VLAN's and protocols etc.
- Strong knowledge of public cloud fundamentals and administration.
- Significant experience in complex problem solving.
- Critical thinking in the utilisation of data.

- Apply technology security principles across projects.
- Knowledge of Enterprise Architecture practices and principles.
- Ability to communicate with various stakeholders, to influence decision making.

### **Business Acumen**

- Experience with problem-solving in relation to technical issues or opportunities.
- Experience considering / capturing and explaining technical risks
- Project literacy and experience managing project and operational priorities
- Vendor management during incidents
- Proven ability to find and use data to support decision making
- Builds data requirements into solution design
- Proven ability to document and present technology options to various stakeholders

### **Communication**

- Ability to engage with and communicate with stakeholders on technical undertakings.
- Ability to communicate clearly and concisely during high pressure scenarios, including outages.
- Experience in creating technical documentation and diagrams
- Ability to contribute to technical meetings / workshops during solution design, or trouble-shooting periods.
- Experience in vendor management.
- Experience working with highly technical teams or diverse skillsets.

## **Accountabilities:**

### **Operational:**

- Collaborative planning with IT members, and related stakeholders.
- Leverage ITIL practices to enhance service continuity.
- Member of a team who; manage the network, server hardware and software, storage infrastructure, cloud infrastructure, firewalls including WAF, end point protection, network security.
- Configuration and set-up of all new server systems required internally for Arts Centre Melbourne's activities.
- Plan and implement maintenance and upgrades for system software and hardware
- Contribute to technical reports and options papers to a high level.
- Create and maintain network and architecture diagrams.
- Manage capacity, availability, and Asset Management for IT Infrastructure platforms
- Manage vendors during technical issues.
- Assist and coach service desk staff to resolve level 1 & 2 system problems
- Monitor ITSM incident and problem queues ensuring all tickets are managed within SLA, including being an escalation point for high priority tickets.

### **Leadership:**

- Demonstrate behaviours and traits in line with ACM's values.
- Foster an environment of continuous improvement, and innovation.
- Build and advocate digital capabilities in projects and undertakings.
- Identify and communicate technology opportunities from interactions with other business units, as well as external partners and parties.

### **Decision making:**

- Provide and receive guidance and support from the Manager, IT Infrastructure in decision making to achieve the accountabilities associated with the Infrastructure function.
- Input into the decisions relating to the Infrastructure team's objectives.
- Make decisions which have been escalated from within the infrastructure team.
- Operate autonomously, make decisions and resolve issues to achieve the accountabilities.
- Be required to balance the competing enquiries and immediate demands of various stakeholders.
- Be required to represent Arts Centre Melbourne in managing relationships with vendors.
- High levels of autonomy expected.

### **Systems:**

- Use office productivity software effectively
- Highly proficient managing the administration of Cisco switches, firewalls, and routers. Wi-Fi and server hardware, HPE, Nutanix.

- Highly proficient managing the administration of Active Directory, Windows and Linux operating systems, VMware, Office 365 and Azure cloud environments.
- Understand troubleshooting tools and systems
- Understand networking concepts
- Understand security principles and processes
- Broad understanding of ACM's critical systems

**Working environment/physical requirements:**

- Be required to undertake the tasks and requirements detailed in the relevant job task analysis.
- Undertake general office work with a strong emphasis on the use of computers and digital technology.
- Potentially work in an underground office environment.
- Be required to be on site / attend events outside work hours from time to time.
- Rostered for on-call and be available to return to work outside of business hours
- Work hours in accordance with your employment type and the ACM Enterprise Agreement 2022.

**You demonstrate our values**

- Leadership – courage and conviction.
- Creativity – a boundless imagination.
- Care More – a place for everybody.
- Community – working together.
- Equity – fairness & justice.