

World class water services for a better life

Position Title	IT Infrastructure Analyst		
Position Number(s)	005638/005640/006840/ 007138/007139/007251	Manager Title	IT Infrastructure Lead
Business Group	Business Services	MoR Title	Manager IT Operations
Business Unit	Information Technology	Direct Report's Title(s)	Not Applicable

What is the unique purpose of the role?

Provide reliable and efficient support, provisioning and optimisation of SA Water's IT Infrastructure in order to deliver world class services to our customers.

What does the role do?

The key accountabilities unique to this role are (3-6 required):

Key Accountabilities	Accountability Details (2-8 per accountability)
Support, maintenance and provisioning of all IT Server Infrastructure	<ul style="list-style-type: none"> • Support and troubleshooting of IT Desktop Infrastructure • Responds to customer enquiries, requests and incidents within agreed SLA. • Provide stable IT Infrastructure Services. • Changes to the environment have minimal negative impact on the business.
Maximise performance and efficiency of IT Server Infrastructure	<ul style="list-style-type: none"> • Regularly evaluate, standardise and manage production procedures and documentation to identify areas for improvement. • Day-to-day server performance monitoring to ensure response times within SLA's. • Improve the resilience of the IT infrastructure assets. • Identify and make recommendations for improvements to systems and processes. • Work alongside key stakeholders to review new and existing technologies/assets. Liaise and coordinate with external bodies as required to ensure best practice server management.
Maintain a secure IT Infrastructure Environment	<ul style="list-style-type: none"> • Ensure all IT Infrastructure is patched according to IT Security guidelines • Work with the business to identify, develop and implement strategies for security improvements for the environment • Keep the IT environment secure

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Key Accountabilities	Accountability Details (2-8 per accountability)
Planning for future growth	<ul style="list-style-type: none"> Plan and conduct upgrades of IT Infrastructure assets with the least possible business disruption. Ensure IT Infrastructure Assets are managed for optimal capacity and utilisation. IT Infrastructure Assets are managed to provide business process improvements. Provide technical advice and input to support the achievement and delivery of business plans, projects and outcomes.

Knowledge, skills and experience the role requires

Criteria which will be used for recruitment and selection for this role (maximum of 8):

Foundation Knowledge, Skills, Experience and Qualifications	Essential or Desirable
University degree in related technical/business areas or equivalent work experience	Essential
Excellent written and verbal communication skills	Essential
A strong customer service and work ethic	Desirable
ITIL Certification	Desirable
Detailed understanding of the following technologies: <ul style="list-style-type: none"> Windows 10 SCCM Desktop Application Packaging and Deployment Group Policy Management Powershell and Batch Scripting 	Desirable

Who you work with

Key Stakeholder Relationships critical to the success of this role (maximum of 6):

- SA Water business personnel
- SA Water IT personnel
- IT Service providers
- Technology vendors
- Government agencies

Special conditions

Does the role have any unique requirements?

- Flexible hours and some after hours as required, some intra and interstate travel (mandatory)
- Participation in on-call roster (mandatory)

Your PD outlines what the requirements of your role are. The behaviours you demonstrate are equally as important and form part of your PD.

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