Help us to achieve our digital ambitions

We are looking for clever and creative, passionate and energetic people with different skills, backgrounds, and experiences.

We want to hear from you if you:

> are ready for a **new challenge** that brings growth and opportunity;
> want to really make a difference to the national mission of our world-leading University, it's students and staff;
> embrace **collaboration** and understand the importance of **fostering a positive and inclusive team culture;**
> appreciate working in an environment **embracing contemporary ways of working;**
> are hands on and **adaptive to working across various initiatives**, understanding there are times you will need to work outside of your immediate scope to get things done for the benefit of the team;
> feel comfortable working in situations that can sometimes bring a level of ambiguity and uncertainty.

Our plan for a better digital future

Our Digital Master Plan will see the University embark on the biggest digital transformation in our history.

It will be a transformation that matches our mission to be among the great universities of the world and driven by a culture of excellence in everything we do. Our digital future will transform the experience of ANU for our students, researchers, academics, professional staff and the wider community.

We are seeking great people to work in Information Technology Services and be part of our Value Streams or groups and support:

- **Research** – Improving our digital landscape to enable world-leading research through technology, continuous improvement and strong partnerships.
- **Learning & Teaching –** Enabling a world-class and well-supported learning and teaching experience with integrated digital and campus environments.
- **Student Experience** – Delivering a better student experience through simple, personalised processes and digital tools that make it easy to navigate courses, find help and feel connected to our community.
- **University Services** – Improving staff-facing services, corporate systems and collaboration tools – for a thriving, connected and productive workforce at ANU.
- **Digital Enablement & Core Infrastructure** – Renewing and stabilising the University's digital technology foundations to deliver connected, secure and reliable IT infrastructure.
- **Transforming Data** – Creating a culture of data-driven insights and decision-making that is embedded into our processes by treating data as a strategic asset and managing it effectively across the data lifecycle.
- **Infrastructure** – Providing reliable, robust and secure Information and Communications Technology infrastructure services.
- **Service Delivery** – Building strong relationships and understanding to deliver delightful services and support to the ANU community.

Our three phased implementation approach allows us to **stabilise** our digital foundation as an essential step in our transformation, **transform** the digital core, connecting fragmented services and **accelerate** to evolve our services at pace, driven by our people. Our principles are:

1. The business must own and lead the change.
2. We must act on a whole-of-University view. We are stronger together.
3. Data must be treated as a strategic asset.
4. People will be at the centre of all we do.
5. Connectedness of our people, process, technology and data will be critical to our success.
6. We will adopt new ways of working to deliver value faster.

Working at the Australian National University

The ANU is home to some of the most remarkable people from across the world: visionaries, influential leaders, researchers and advocates creating impact and change nationally, regionally and globally.

ANU is Australia's leading university and consistently recognised as one of the great universities of the world.

Located in the nation's capital city, our founding mission in 1946 was to be a national resource – a trusted intellectual powerhouse of research and education that would advance Australia's capability and position on a global scale.

Today, ANU is Australia's most research-intensive university with 95 per cent of our research rated above the world standard. Our international academics are global leaders in their fields. Our alumni include Australian prime ministers, UN representatives, foreign diplomats, chief executive officers, scientists, musicians and artists.

Working at ANU, our staff enjoy some amazing employee benefits including:

- **Experience of Work** – ITS values work-life balance and provide highly flexible working arrangements and locations, generous leave entitlements and agile ways of working
- **Reward & Benefits** – competitive salary and 17 % superannuation, salary sacrificing, vehicle servicing, clothing discounts and access to ANU Sport.
- **Growth and Development** – excellent support for skills development and discounted study (75% off ANU course, 25% off for spouse and children)
- **Values, Culture & Purpose** – supportive, nurturing, challenging and motivating culture that is exemplary in its encouragement of excellence, equity, diversity and inclusion
- **Wellbeing** – employee assistance program for counselling and advisory services, gyms, childcare, restaurants on site, flu vaccinations and staff health insurance plan

This is an exciting time at the ANU, and a great time to join us!

ABOUT ANU

Our University

#4 university in Australia[1]

#34 university in the world[1]

1st Australian University to achieve global top 30 ranking

95 per cent of our research rated above the world standard

Australia's only university in the prestigious International Alliance of Research Universities (IARU)

Our Students & Staff

#1 in Australia for Graduate Employability[5]

#1 lowest Student-to-Staff ratio in Australia[2]

#1 Staff qualifications in Australia[2]

2nd highest percentage of International Students in Australia[1]

13,300 undergraduates[4]

8,300 postgraduates[4]

4,940 staff[3]

Nobel Prize Winners

Six Nobel laureates among our staff and alumni, more than any other Australian university.

1. The World University Rankings 2024
2. Good Universities Guide 2023
3. Data as at 31 March 2023
4. Data as at 2022
5. The Global University Employability Rankings, 2023- 2024

Australian National University

Position Description

College/Division:	Information Technology Services
Department/Unit:	Infrastructure Services
Position Title:	Senior Windows Systems Administrator
Classification:	ANU Officer 8 (Information Technology)
Position No:	40574, 40664
Responsible to:	Windows Systems Manager
Number of positions that report to this role:	2
Delegation(s) Assigned:	Nil

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 Senior Windows Systems Administrator manages and maintains the services hosted by ITS, this is achieved through maintaining a strong focus on innovation, collaboration and delivering exceptional outcomes for ITS clients. The position works within 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 Windows Team Leader, the Senior Windows Systems Administrator is responsible for actively managing, maintaining and continually improving the ITS suite of production and development computer systems. This comprises delivery and optimal availability, system and data security (including backup and recovery), design and implementation, innovation, and hardware/software maintenance and upgrades. The role will require liaison with developers, 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 Windows Systems Manager and in accordance with established ITS and ANU policies and procedures, the Senior Systems Administrator will:

- Research, evaluate and test new technologies and applications as appropriate, identify opportunities to provide new or enhanced services to the University community.
- Undertake continuous improvement activities for the University's managed Windows systems environment. Develop and improve through both formal and informal service improvement initiatives
- Plan and deploy operating system and application upgrades, patches and undertake Windows systems administration tasks as required
- Be responsible for the design, development, installation, configuration and monitoring of Windows based systems and supporting both on premise and Azure cloud infrastructure.
- Provide guidance and coaching to other team members engaged in the diagnosis and resolution of hardware, software, network and security related issues, and supervise some junior staff.
- Provide service desk support for ITS Iaas Windows Server group to ANU community including solving complicated system issues.

- Provide high level strategic support and respond to the needs of the ITS customer service base including Projects, Colleges and Service Divisions, to provide service and advice in support of University needs.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
- Perform other duties as requested, including participation in a rotating on-call roster, consistent with the classification level of the position and in line with the principles of multi skilling.

See the classification descriptors for professional staff

SELECTION CRITERIA:

1. Postgraduate qualifications and extensive relevant experience, or an equivalent combination of relevant experience and training. Experience delivering ICT services in a complex organisation will be highly regarded.
2. Extensive knowledge and high-level technical skills in the support of Windows Server systems and Azure Cloud environment within a large, complex environment, including thorough knowledge (or an ability to adapt to) some/many of the following technologies:
   - Windows Server infrastructure services (DNS, DHCP, DC, AD, PKI, AAD)
   - Windows Server Operations admin
   - Powershell
   - Azure
   - Exchange/Office 365
   - Configuration Management (eg:SCCM, Ansible or Puppet)
3. Ability to provide strategic technical advice towards ICT systems selection, upgrade and maintenance; extensive proven experience in developing and supporting resilient critical Infrastructure systems in a multi-platform environment.
4. Demonstrated ability to work autonomously and collaboratively in a high pressure team environment with proven capability to provide guidance and assistance to other team members.
5. Demonstrated ability to work with a cohesive team from multidisciplinary backgrounds to assess priorities, allocate workloads, and manage conflicting deadlines to deliver objectives in a timely manner.
6. Strong interpersonal and customer focus, with demonstrated high-level written and oral communication skills, including the ability to communicate clearly, consult, negotiate and liaise with colleagues, managers and clients.
7. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

Supervisor/Delegate Signature:		Date:	
Printed Name:		Uni ID:	

References:
Professional Staff Classification Descriptors
Academic Minimum Standards

Australian National University
Pre-Employment Work Environment Report

Position Details

College/Div/Centre	Information Technology Services	Dept/School/Section	Infrastructure Services
Position Title	Senior Windows Systems Administrator	Classification	ANU Officer 8 (IT)
Position No.	40574, 40664	Reference No.	

In accordance with the Work Health and Safety Act 2011 (Cth) the University has a primary duty of care, so far as reasonably practicable, to ensure the health and safety of all staff while they are at work in the University.

- This form must be completed by the supervisor of the advertised position and appended to the back of the Position Description.

- This form is used to advise potential applicants of work environment and health and safety hazards prior to application.

- Once an applicant has been selected for the position they must familiarise themselves with the University WHS Management System via Handbook guidance https://services.anu.edu.au/human-resources/health-safety/whs-management-system-handbook

- The hazards identified below are of generic nature in relation to the position. It is not correlated directly to training required for the specific staff to be engaged. Identification of individual WHS training needs must be in accordance with WHS Local Training Plan and through the WHS induction programs and Performance Development Review Process.

- '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	☒	☐	laboratory work	☐	☐
lifting, manual handling	☐	☒	work at heights	☐	☐
repetitive manual tasks	☐	☐	work in confined spaces	☐	☐
Organizing events	☐	☐	noise / vibration	☐	☐
fieldwork & travel	☐	☐	electricity	☐	☐
driving a vehicle	☐	☐			
NON-IONIZING RADIATION			**IONIZING RADIATION**		
solar	☐	☐	gamma, x-rays	☐	☐
ultraviolet	☐	☐	beta particles	☐	☐
infra red	☐	☐	nuclear particles	☐	☐
laser	☐	☐			
radio frequency	☐	☐			
CHEMICALS			**BIOLOGICAL MATERIALS**		
hazardous substances	☐	☐	microbiological materials	☐	☐
allergens	☐	☐	potential biological allergens	☐	☐
cytotoxics	☐	☐	laboratory animals or insects	☐	☐
mutagens/teratogens/ carcinogens	☐	☐	clinical specimens, including blood	☐	☐
pesticides / herbicides	☐	☐	genetically-manipulated specimens	☐	☐
			immunisations	☐	☐

OTHER POTENTIAL HAZARDS (please specify):

Supervisor/Delegate Name:		Date:	