THE UNIVERSITY OF
**WESTERN
AUSTRALIA**
SEEK WISDOM

POSITION
DESCRIPTION

Position Title	System Administrator
Classification	Level 6 (multi classified)
School/Division	Infrastructure & Platforms
Centre/Section	University IT
Supervisor Title	Manager, System Administration
Supervisor Position Number	FSR 317993
Position Number	FSR 317995, 318006, 318016, 318020, 318021, 318023, 318026, 318028, 318031, 318148

Your work area

UWA is making significant investments in the Information and Technology Services to enable its strategic direction and goals. UWA is also looking to utilise technology advancements to expand its services and create new and innovative teaching and research models.

Robust, flexible, integrated and agile enterprise architecture, information and technology services are vital to enabling the university strategic objectives.

Reporting structure

Reports to: Manager, System Administration

Your role

As the appointee you will operate independently and provide support to the Platform Operations Lead with technical expertise in a variety of analytical and technical assignments that provide for problem diagnosis and solutions for services in the storage, computing and infrastructure software environment.

Your key responsibilities

Provide technical expertise in a variety of analytical and technical assignments in the IT platforms environment

Work with the team and other University stakeholders to actively monitor, maintain and manage the infrastructure platforms and applications, resolving incidents and problems, actioning change requests and ensuring delivery of high-quality service to the University

Deliver project-based work, including technical specifications, documentation and implementation, leading to the development and deployment of new infrastructure services

Identify and deliver on opportunities to improve operational efficiency and quality for platforms through managing the orchestration and automation of techniques, documentation and operational processes

Collaborate with the Platform Design Team to ensure optimal infrastructure design topologies and configurations

Actively contribute to a culture of service excellence, innovation and continuous improvement founded on cohesiveness, teamwork and flexibility

Ensure compliance with security related policy/procedure and maintain an operational security awareness at all times

Other duties as directed

Your specific work capabilities (selection criteria)

Relevant tertiary qualification or equivalent competency

ITIL Certification or demonstrated experience in ITIL processes is desirable

Substantial relevant computing experience in standards, documentation, operations and technical maintenance of platforms and applications, in a diverse hosting environment including high availability configurations, orchestration, automation, performance analysis and recovery methods

Highly developed written and verbal communication skills

Highly developed organisational skills and demonstrated ability to set and monitor competing priorities and to meet deadlines

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email

Analytical and problem-solving skills and the ability to interpret needs and recommend appropriate solutions within a changing environment

Ability to establish positive stakeholder relationships whilst always remaining fully customer focused

Working knowledge of the Higher Education sector is desirable

Special requirements (selection criteria)

Some after hours work may be required

Compliance

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

The University's Code of Conduct hr.uwa.edu.au/policies/policies/conduct/code/conduct

Inclusion and Diversity web.uwa.edu.au/inclusion-diversity

Safety, health and wellbeing safety.uwa.edu.au/

Position Title	System Administrator
Classification	Level 7 (multi classified)
School/Division	Infrastructure & Platforms
Centre/Section	University IT
Supervisor Title	Manager, System Administration
Supervisor Position Number	FSR 317993
Position Number	FSR 317995, 318006, 318016, 318020, 318021, 318023, 318026, 318028, 318031, 318148

Your work area

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Robust, flexible, integrated and agile enterprise architecture, information and technology services are vital to enabling the university strategic objectives.

Reporting structure

Reports to: Manager, System Administration

Your role

As the appointee you will work independently and support the Platform Operations Lead with technical expertise in a variety of analytical and technical assignments that provide for problem diagnosis and solutions for services in the storage, computing and infrastructure software environment.

Your key responsibilities

Lead and provide technical expertise in a variety of analytical and technical assignments in the IT platforms environment

Work with the team and other University stakeholders to actively monitor, maintain and manage the infrastructure platforms and applications, resolving incidents and problems, actioning change requests and ensuring delivery of high quality service to the University

Deliver project-based work, including technical specifications, documentation and implementation, leading to the development and deployment of new infrastructure services

Identify and deliver on opportunities to improve operational efficiency and quality for platforms through managing the orchestration and automation of techniques, documentation and operational processes

Collaborate with Platform Design Team to ensure an optimal infrastructure design topologies and configurations

Actively contribute to a culture of service excellence, innovation and continuous improvement founded on cohesiveness, teamwork and flexibility

Ensure compliance with security related policy/procedure and maintain an operational security awareness at all times

Lead by example within a team of professionals

Other duties as directed

Your specific work capabilities (selection criteria)

Relevant tertiary qualification or equivalent competency

ITIL Certification or demonstrated experience in ITIL processes is required

Substantial relevant computing experience in standards, documentation, operations and technical management of platforms and applications, in a diverse hosting environment including high availability configurations, orchestration, automation, performance analysis and recovery methods

Highly developed written and verbal communication skills

Highly developed organisational skills and demonstrated ability to set and manage competing priorities and to meet deadlines

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email

Sound analytical and problem-solving skills, and the ability to interpret needs and recommend appropriate solutions within a changing environment

Ability to, establish positive stakeholder relationships whilst always remaining fully customer focused

Working knowledge of the Higher Education sector is highly desirable

Special requirements (selection criteria)

Some after hours work may be required

Current National Police Clearance Certificate

Compliance

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

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Inclusion and Diversity web.uwa.edu.au/inclusion-diversity

Safety, health and wellbeing safety.uwa.edu.au/

Position Title	System Administrator (Senior)
Classification	Level 8 (multi classified)
School/Division	Infrastructure & Platforms
Centre/Section	University IT
Supervisor Title	Manager, System Administration
Supervisor Position Number	FSR 317993
Position Number	FSR 317995, 318006, 318016, 318020, 318021, 318023, 318026, 318028, 318031, 318148

Your work area

UWA is making significant investments in the Information and Technology Services to enable its strategic direction and goals. UWA is also looking to utilise technology advancements to expand its services and create new and innovative teaching and research models.

Robust, flexible, integrated and agile enterprise architecture, information and technology services are vital to enabling the university strategic objectives.

Reporting structure

Reports to: Manager, System Administration

Your role

As the appointee you will work independently and manage a variety of analytical and technical assignments that provide for problem diagnosis and solutions for services in the storage, computing and infrastructure software environment.

Your key responsibilities

Manage and provide technical expertise in a variety of analytical and technical assignments in the IT platforms environment

Work with the team and other University stakeholders to actively monitor, maintain and manage the infrastructure platforms and applications, resolving incidents and problems, actioning change requests and ensuring delivery of high quality service to the University

Manage the delivery of project-based work, including technical specifications, documentation and implementation, leading to the development and deployment of new infrastructure services

Identify and deliver on opportunities to improve operational efficiency and quality for platforms through managing the orchestration and automation of techniques, documentation and operational processes

Collaborate with the Platform Design Team to ensure an optimal infrastructure design topologies and configurations

Actively contribute to a culture of service excellence, innovation and continuous improvement founded on cohesiveness, teamwork and flexibility

Ensure compliance with security related policy/procedure and maintain an operational security awareness at all times

Lead by example and provide mentorship to other team members

Other duties as directed

Your specific work capabilities (selection criteria)

Relevant tertiary qualification or equivalent competency

ITIL Certification or demonstrated experience in ITIL processes is desirable

Substantial relevant computing experience in standards, documentation, operations and technical management of platforms and applications, in a diverse hosting environment including high availability configurations, orchestration, automation, performance analysis and recovery methods

Excellent written and verbal communication skills and ability to influence

Excellent organisational skills and demonstrated ability to set and negotiate competing priorities and to meet deadlines

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email

Strong analytical and problem-solving skills, and the ability to interpret needs and recommend appropriate solutions within a changing environment

Ability to build stakeholder whilst always remaining fully customer focused

Working knowledge of the Higher Education sector is essential

Special requirements (selection criteria)

Some after hours work may be required

Compliance

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