Department of Natural Resources and Environment Tasmania

**Statement of Duties**

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| **Position title** | Systems Administrator |
| Position number | 701029 |
| Division/Business Unit/Branch | Strategy and Business Services / Strategic Services / Information Services |
| Award/Agreement | Tasmanian State Service Award |
| Classification | ICT 2 (General Stream, Band 5) |
| Position Status | Permanent |
| Full Time Equivalent (FTE) | 1.0 FTE (minimum 0.80 FTE, by negotiation) |
| Ordinary hours per week | 36.75 hours (minimum 29.40 hours, by negotiation) |
| Location | Hobart, Launceston or Devonport |
| Reports to | Manager, Infrastructure Services |

**Position Purpose**

The purpose of the role is to undertake a broad range of complex technical duties and project management tasks in one of the operational areas of ICT.

**Major Duties**

Computer Systems Officer functions vary significantly and, in order to support a range of complex program activities, include the following major duties:

* Install, upgrade, maintain and support departmental major software and hardware systems.
* Development and implementation of client configuration management and automation tools.
* Undertake complex system administration tasks associated with the departmental core systems.
* Support project activities that meet the Branch objectives such as communication to stakeholders, assisting with documentation, and implementation of projects.
* Undertake research and investigation of new technologies and provide recommendations on their suitability and introduction within the Department.
* Provide authoritative technical advice to the Manager, Infrastructure Services.

**Responsibility, Decision Making and Direction**

The occupant of the position is responsible for:

* ensuring expertise is effectively applied to provide program and service delivery outcomes consistent with the operational framework;
* providing leadership, instruction and guidance to less qualified or experienced associates in the specific discipline or area of expertise; and
* ensuring a safe working environment by complying with relevant Work Health and Safety (WHS) legislation, codes of practice and policies, procedures and guidelines issued under the Department’s WHS Management System.

The decision making and direction received in relation to the role are that:

* work is undertaken within established operational guidelines, systems and processes with limited guidance required in applying highly developed expertise where specific qualifications are essential to complex and challenging program activities; and
* the occupant exercises considerable independence in interpreting and evaluating the requirements and effectiveness of the operational program and service delivery according to the decision-making framework and in providing solutions to meet service delivery requirements.

**Knowledge, Skills and Experience (Selection Criteria)**

1. Considerable knowledge of, and demonstrated experience in, the maintenance and administration of client desktop and mobile infrastructure. Knowledge of Windows 10, Windows 11 and associated technologies. Knowledge of OSX, IOS, Android and Linux. Knowledge and experience in the development and implementation of client configuration management and automation tools.
2. In depth knowledge, or the capacity to acquire such, in the general area of Systems Administration (e.g. scripting, networking, trouble-shooting etc) with particular focus on Microsoft technologies (e.g. PowerShell, O365 Administration, Server, SQL, SharePoint, SCCM, IIS, DFS etc) and to practically apply that knowledge.
3. The proven ability to work as a member of a team, and when, have the capacity to provide leadership, instruction and guidance to less qualified or experienced associates.
4. Interpersonal and communication skills demonstrating an ability to provide clear and authoritative oral and written advice, reports and recommendations for complex activities that are understood and accepted by others as resolving program and service delivery challenges. The ability to liaise effectively with specialists, senior staff and stakeholders and negotiate outcomes that meet specified requirements.
5. Proven ability to make informed decisions, recommendations and/or implement alternative methods of approach to provide operational solutions for program and service delivery requirements.
6. Well-developed organisational skills with a proven capacity to work autonomously, determine priorities and deal with competing demands within limited time frames. Proven ability to exercise initiative, flexibility and creativity to meet complex operational challenges.

**Position Requirements**

Desirable Qualifications and Requirements

* An appropriate qualification at a tertiary level.
* A current motor vehicle driver’s licence.

**About Us**

**The Department of Natural Resources and Environment Tasmania (NRE Tas)** is responsible for the sustainable management and protection of Tasmania’s natural and cultural assets for the benefit of Tasmanian communities and the economy. The Department’s activities guide and support the use and management of Tasmania’s land and water resources and protect its natural and cultural environment. The Department is also responsible for delivering the services that support primary industry development and the protection of the State’s relative disease and pest-free status.

Under Tasmania’s emergency management arrangements NRE Tas is the management authority (lead agency) for various aspects of the management of biosecurity emergencies (includes exotic animal, plant and marine disease and pest emergencies), fire in national parks and other reserves, and sea inundation from storm surge. In regard to those types of emergency prevention, preparedness and response activities are core business of this agency and potentially may involve all staff in some way.

The Department’s website at [www.nre.tas.gov.au](http://www.nre.tas.gov.au/) provides more information.

# **Working Environment**

# Employees work within an environment that supports safe work practices, diversity and equity with employment opportunities and ongoing learning and development. We are committed to valuing and respecting each other as colleagues and peers. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our customers with respect. We do not tolerate discrimination, harassment or bullying in the workplace.

# NRE Tas has a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

# There is a strong emphasis on building leadership capacity throughout NRE Tas.

# The expected behaviours and performance of the Department’s employees and managers are enshrined in the *State Service Act 2000* through the State Service Principles and Code of Conduct. These can be located at [www.dpac.tas.gov.au/divisions/ssmo](http://www.dpac.tas.gov.au/divisions/ssmo).