Australian National University	# Position Description

College/Division:	Scholarly Information Services
Faculty/School/Centre:	
Department/Unit:	Australian Research Data Commons (ARDC)
Position Title:	Systems Administration and Technical Support Officer
Classification:	ANU Officer Grade 7 (IT)
Position No:	
Responsible to:	IT Services Coordinator
Number of positions that report to this role:	0
Delegation(s) Assigned:	

PURPOSE STATEMENT:

The Australian Research Data Commons is a Commonwealth-funded national research infrastructure facility within the NCRIS program. The ARDC is a transformational initiative that enables Australian research community and industry access to nationally significant, leading edge data intensive e Infrastructure, platforms, skills and collections of high-quality data.

The Systems Administration and Technical Support Officer in the Australian Research Data Commons (ARDC) plays a key role in the Canberra based team, who are responsible for the technical support and system administration of several web based national services and business applications that support national research infrastructure. The role is responsible for ensuring continuous availability of IT services, installing upgrades and monitoring system performance, assisting with the development and deployment of new systems, and responding to both internal and external service desk requests

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

The Systems Administration and Technical Support Officer works under the broad direction of the IT Services Coordinator and in collaboration with staff of other ARDC members as well as suppliers and subcontractors. The Systems Administration and Technical Support Officer will work as part of a team responsible for delivering a robust set of IT services. As an experienced and senior member of staff within the team, this role supports the development of staff and capabilities within the team to deliver effective end user outcomes. The role will require liaison with other developers, system administrators, infrastructure specialists, business areas, end users and underpinning service providers.

Role Statement:

- Provide client focused issue resolution through high quality 2nd and 3rd level technical support for a range of ARDC IT Services, such as Jira / Service Desk, ServiceNow, Fresh Desk etc., in a timely and efficient manner.
- Oversee the provisioning and implementation, monitoring, code and data migrations, patching, and backup/restore, system maintenance, troubleshooting and issue resolution and the provision of regular status updates on work progress; this may include using vendors, other support staff and specialists.
- Perform application and system administration tasks using Linux (RHEL / CentOS), and oversee the same from 3rd party service providers.
- Develop, maintain, and extend specialist knowledge across all of the technologies and functions used and delivered within LAMP and ELK production and development environments provide coordination of issue resolution by liaising with clients, vendors, other support staff and specialists, and management as required.
- Oversee ARDC Canberra office IT hardware asset procurement, management and support and liaise with ANU IT staff on these matters.
- Assist with and contribute to the development of team processes and practices to help ensure that team members provide a high quality of service in all aspects of their work.

- Coordinate end-to-end processes required for system changes and ensure timely communications to key stakeholders in accordance with internal IT change management processes.
- Participate and assist in the development and overview of projects by performing tasks such as, the assessment of user requirements, planning, coding, testing and installation.
- Provide guidance and assistance to other team members engaged in the diagnosis and resolution of development and system related issues as well as undertaking major incident management and investigating problems in supported systems and services.
- Participate in and lead meetings, training, professional development activities and planning.
- 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, consistent with the classification level, including ARDC activities and in line with the principle of multi-skilling.

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.

SELECTION CRITERIA:
1. Degree in a relevant field with extensive relevant experience in the operation of production, and public facing online systems, or an equivalent combination of education/training and relevant experience.
2. Extensive relevant experience in systems administration, and management of relevant technologies in an online production service setting, to a wide client base and with a commitment to client service delivery. Experience within LAMP and ELK centric environments, knowledge of industry standard applications (such as Apache, HAProxy, ySQL/PostgreSQL), and Linux (RHEL / CentOS variants, and Ubuntu) will be highly regarded.
3. Demonstrated technical knowledge of and extensive systems and networking experience in variety of operating systems (RHEL / CentOS variants), web servers and certificate installation and management, database systems (MySQL, PostgreSQL), virtualisation / containerisation platforms (such as Docker, Kubernetes), provisioning applications (such as Ansible or Puppet), automation and scripting, software repository and versioning systems (Git and Bitbucket), and cyber security tool sets and best practices.
4. Problem solving skills with the ability to successfully resolve a range of technical issues or escalate issues in a timely and effective manner, including timely work progress reporting and identification and escalation of issues affecting delivery.
5. Proven track record of encouraging collaboration and teamwork and a demonstrated ability to exercise initiative and flexibility, learn and embrace change, contribute new ideas, and contribution to innovation and process improvement.
6. Demonstrated high-level written and oral communication and interpersonal skills, including the ability to communicate clearly, consult, negotiate and liaise with colleagues in a team environment, with senior managers and clients both internal and external to the organisation and explain technical terminology to non-technical end users.
7. A demonstrated understanding of equal opportunity principles and policies and a commitment to the application of EO policies in a university context.

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

References:

General Staff Classification Descriptors

Academic Minimum Standards

Pre-Employment Work Environment Report

Australian National University

Position Details

College/Div/Centre	Scholarly Information Services	Dept/School/Section	Australian Research Data Commons
Position Title	Systems Administration and Technical Support Officer	**Classification**	ANU07 (IT)
Position No.		**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 forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.

● 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 consideration should be given to their inclusion on the University's Health Surveillance Program where appropriate – see https://services.anu.edu.au/human-resources/health-safety/measurement-and-evaluation/monitoring-testing

● 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's Signature   **Print Name**   **Date**