

SYSTEMS ADMINISTRATOR

DEPARTMENT/UNIT	eResearch
FACULTY/DIVISION	eSolutions and Student Services
CLASSIFICATION	HEW Level 7
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#Changelt](#) with us.

Monash eResearch Centre is a University commitment to accelerating research by applying advanced computing and information technology to important research problems.

eResearch is the 21st-century discovery through the application of advanced computing, data informatics and IT. The Centre partners with research groups to accelerate and transform research by connecting them to the most appropriate hardware, environments, software and skills. It leads a number of national and international eResearch initiatives and underpins several Monash data generation and data processing platforms. For more information visit our [website](#).

eSolutions and Student Services leads the provision and delivery of IT solutions and student services to the Monash University community across domestic and international campuses and entities. As leaders in innovation, we recognised the value of bringing together the IT and student services functions to combine technological, cultural and service reform to continuously evolve and support the student journey and experience for our staff, students, researchers and alumni.

In **eSolutions and Student Services**, we work to enable the University's strategic plan, Impact 2030, by equipping the university with progressive and innovative IT and student services solutions that strengthen its standing as a truly progressive and modern university delivering excellent research and education with a significant global impact. We are customer-focused in the design and delivery of flexible, responsive and innovative solutions in an agile environment. For more information on the work that we do, please visit our [website](#).

Community Safety and Security business units operate across Monash University's Australian campuses. Monash Security Services provides physical security, surveillance, escort and crime prevention services. Safer Community Unit provides a central point of inquiry, advice, investigation, risk assessment, and management with concerning or threatening behaviours and incidents (including sexual offences, sexual harassment, stalking, family and interpersonal violence, threats, hazing and mental health-related behaviours) impacting the Monash community. The Student Coordination, Assessment, Referral, Evaluation (CARE) service is available to Monash students who have engaged with the Safer Community Unit (and/or Monash Residential Services and Student Conduct and Complaints area that is responsible for student general misconduct proceedings).

POSITION PURPOSE

The Systems Administrator provides senior operational support to the Monash eResearch Centre and key research projects currently underway.

The Systems Administrator is responsible for coordinating a range of activities in support of specialised imaging applications and associated research activities. This includes planning, implementing, and conducting incident and problem investigation and resolution, monitoring, and reporting on system performance, process development and system implementation. The Systems Administrator is responsible for ensuring that applications are secure, well-maintained, and available following the support and availability class assigned to each application.

This Windows and Linux server-based environment consists of medical imaging software, secure remote access services, data transfer software and procedures to support continuous delivery of research data from remote locations to Monash University's secure research storage environments

Reporting Line: The position reports to the Capability Lead, eResearch Platforms Support under broad supervision

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budget Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Collaborate closely with the University's partner institutions to establish and provide specialised support to ensure a standard, stable and secure environment for research.
2. Provide problem diagnoses, resolution and support for escalated issues regarding data transfer technologies and secure research environments supporting the project
3. Participate in service upgrades and other general maintenance tasks
4. Monitor new releases and patches to operating systems (Windows and Linux) and applications, and advise on effective implementation and testing strategies
5. Establish, manage and maintain an effective testing environment to test changes to production services in a controlled environment

6. Develop and implement policies and procedures in line with emerging technologies and trends to ensure practices are current and compliant
7. Perform governance on existing IT systems (Windows and Linux) in line with policy and procedures to perform best practice
8. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - A degree with subsequent experience in Microsoft systems administration coupled with relevant professional qualifications (ideally MCSE); or
 - an equivalent combination of relevant experience with Windows and Linux and/or education/training

Knowledge and Skills

2. Strong knowledge of Microsoft Windows Operating Systems, installation and configuration of Windows applications, SQL Server and other supporting technologies
3. Thorough understanding of project management, resource coordination and stakeholder engagement
4. Comprehensive experience in writing policies and procedures and other support documentation
5. Excellent analytical, investigative and problem-solving skills, including the ability to identify solutions to challenging issues
6. Demonstrated ability to work as an effective member of a team as well as the ability to exercise substantial levels of independence, judgement and initiative
7. Experience with system observability and monitoring to ensure the continuous health, performance, and security of the project
8. Strong customer service focus
9. Working knowledge of scripting languages such as PowerShell or Bash

OTHER JOB-RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard that the University sees as the benchmark for all of its activities in Australia and internationally.