

## Senior System Administrator

### Statement of Duties

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<b>Position number:</b>	705450
<b>Award/Agreement:</b>	Tasmanian State Service Award
<b>Classification level:</b>	ICT 3 (General Stream, Band 6)
<b>Division/branch/section:</b>	Strategic Services / Information Services / Infrastructure Services
<b>Full Time Equivalent (FTE):</b>	1.0 FTE (minimum 0.80 FTE, by negotiation)
<b>Location:</b>	State-wide
<b>Employment status:</b>	Fixed-term
<b>Ordinary hours per week:</b>	36.75 hours (minimum 29.40, by negotiation)
<b>Supervisor:</b>	Manager, Information and Communication Technologies

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#### Position Objective

Perform high level information technology support duties in the area of Microsoft Windows server and related components and associated technologies in order to support the delivery of targeted, efficient and reliable systems to the department.

#### Major Duties

- Undertake the administration of information and communication technology services including the installation, upgrade, and maintenance of systems software and hardware.
- Perform high level trouble shooting and analysis of technology services and systems, including their interactions and interrelationships.
- Undertake evaluation of system performance and capacity to ensure the availability of systems to business clients.
- Ensure the integrity of computer network and server infrastructure in accordance with the appropriate Government and Departmental information technology security manuals and guidelines.
- Undertake research and appraisal of new technologies, including practical installations and field assessments, so as to make recommendations on the practical application, limitations, acquisition and implementation of those new technologies.
- Assist in the development, implementation and monitoring of policy, procedures and risk management strategies.
- Provide high level advice and assistance to management and staff on matters of information technology.

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- Provide mentoring and guidance to other team members as required, including the delegation of tasks.

### **Classification Band Advanced Assessment Point**

The classification of this position under the Tasmanian State Service Award provides the opportunity for its current occupant to advance from Range 1 to Range 2 within the same Band. Performance requirements at the upper end of the band are expected to be more challenging and assessment criteria are expected to be more rigorous than those that apply to normal salary progression. Employees are to have served at least six months at their current salary level prior to the salary movement and are assessed as meeting the performance criteria of their Performance Plan to at least a satisfactory level.

### **Responsibility, Decision-Making and Direction Received**

The occupant of the position is responsible for:

- implementing policies, regulations and plans to provide efficient and effective program or service delivery outcomes;
- design, requirements gathering, support and maintenance of processes, systems, infrastructure and other resources including assessment of ongoing performance of outcomes in order to efficiently support the delivery of the departments services. This may include managing the performance and/or work assignments of subordinate staff.
- providing leadership, mentoring, instruction and guidance to less qualified or experienced associates in the specific discipline or area of expertise;
- providing advice on the application of policy to systems and processes in meeting specified program objectives; 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:

- guidance and instruction may on occasion be received on the implementation of modifications consistent with policy, regulatory and/or technological requirements and developments;
- the occupant operates with considerable independence in determining priorities, procedures and approach in implementing policies, plans, systems and procedures in a complex specialised environment; and
- work of a highly technically complex nature or with a varied range of activities may receive instruction and/or provide innovative solutions to meet program or service delivery outcomes.

### **Knowledge, Skills and Experience (Selection Criteria) (in relation to the Major Duties)**

- Highly developed knowledge and practical experience in: the Systems Administration of Microsoft Server in an Enterprise setting with particular knowledge of Active Directory including, but not limited to, the aspects of policies, replication, LDAP, Authentication (including Kerberos, NTLM and ADFS) and cross domain trusts and inter-workings; the

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administration, and trouble-shooting, of on-premise non-trivial SharePoint installations; PowerShell and scripting for system automation, system administration and data manipulation.

- Highly developed knowledge and practical experience working with, and configuration of: SAN systems and server hardware; Virtualisation and Desktop application delivery technologies, including, but not limited to, VMWare VSphere and VMWare Horizon; Office 365 and related products, security and networking.
- High level interpersonal, written and verbal communication skills including consultation, negotiation, liaison and conflict resolution skills and the ability to effectively represent the Agency.
- Highly developed conceptual and reasoning skills to research, investigate, analyse, evaluate and integrate relevant solutions from diverse disciplines or fields into area of activity. Initiative, flexibility and creativity in developing options and recommendations to resolve problems and improve service delivery.
- High level organisational skills, which enable the coordination, facilitation and conduct of a variety of activities, and the planning and completion of, work activities within tight time frames.
- The ability to work effectively within a small team and guide direct and/or delegate to other team members as needed and appropriate.

## Desirable Qualifications and Requirements

- A degree or an equivalent qualification relevant to the nature of the work to be undertaken, as provided by a university, a vocational education organisation or a registered and accredited training provider.

## Department's Role

The **Department of Primary Industries, Parks, Water and Environment (DPIPWE)** 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 DPIPWE 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), environmental emergencies (includes marine pollution spills), fire in national parks and other reserves, floods from dam failure 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.dpipwe.tas.gov.au](http://www.dpipwe.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.

DPIPWE 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 DPIPWE.

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).

### **Special Employment Conditions**

Some intrastate and interstate travel may be required.

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Approved by:



Date: 15 July 2021