



POSITION DESCRIPTION

Information Technology
Melbourne School of Engineering

Systems Specialist

POSITION NO	0034515
CLASSIFICATION	PSC 6
SALARY	\$79,910.00 – 86,499.00
SUPERANNUATION	Employer contribution of 17%
EMPLOYMENT TYPE	Full-Time / Continuing
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , under 'Job Search and Job Alerts', select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number, title or number.
CONTACT FOR ENQUIRIES ONLY	Richard Todd Tel + 3 8344 4307 Email r.todd@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our websites:
about.unimelb.edu.au/careers

The University of Melbourne

Established in 1853, the University of Melbourne is a public-spirited institution that makes distinctive contributions to society in research, learning and teaching and engagement. It's consistently ranked among the leading universities in the world, with international rankings of world universities placing it as number 1 in Australia and number 32 in the world (Times Higher Education World University Rankings 2017-2018).

To discover more about the University's strategy, *Growing Esteem*, visit:

<https://about.unimelb.edu.au/strategy/growing-esteem>

Melbourne School of Engineering

Our ten-year strategy, MSE 2025, is our School's commitment to bring to life the University-wide strategy *Growing Esteem* and reinforce the University of Melbourne's position as one of the best in the world. Investment in new infrastructure, strengthening industry engagement and growing the size and diversity of our staff and student base to drive innovation and develop the transformative technologies of the future are all fundamental principles underpinning MSE 2025.

Melbourne School of Engineering (MSE) has been the leading Australian provider of engineering and IT education and research for over 150 years. We are a multidisciplinary School organised into three key areas; Computing and Information Systems (CIS), Chemical and Biomedical Engineering (CBE) and Electrical, Mechanical and Infrastructure Engineering (EMI). MSE continues to attract top staff and students with a global reputation and has a commitment to knowledge for the betterment of society.

MSE IT Team

Our IT Services team delivers exceptional technology experiences to support MSE's teaching, research and engagement. Our approach is collaborative and innovative to provide solutions that streamline and simplify our technology processes. We play a leading role in supporting the IT needs of staff and students across our campus.

Position Purpose

In the Systems Specialist position, you will play an integral role supporting the School of Engineering's (MSE) growth strategy by providing specialised IT infrastructure to support our teaching and Research activities.

Applying a customer focussed mindset you will play a key role maintaining the security, reliability and capability of the Schools IT infrastructure. Primarily working with Open source software, you will provide support to our clients through sound problem solving of our Tier one and two level queries.

This is a varied role that incorporates Systems Administration and other key tasks. In this role you will support the IT team to deliver key business projects across MSE.

Success in this role will be driven by your strong problem-solving skills and your aptitude to test the status quo to find a better ways of working.

Selection Criteria

EDUCATION / QUALIFICATIONS

- A relevant tertiary qualification, experience in an IT infrastructure environment, or a combination of relevant experience and/or training.

ESSENTIAL – KNOWLEDGE & SKILLS

- **Experience deploying and managing common IT software platforms, such as Linux, SQL databases, revision control systems, Apache, tomcat, java and others.**
- **Knowledge and experience of IT technologies and trends, such as virtualisation, networks, storage and hardware.**
- High level interpersonal, written and verbal communication skills. Including the ability to simplify IT concepts for the understanding of clients.
- A demonstrated customer service-oriented mindset, putting the customer first and finding IT solutions that consider the clients end goals.
- Ability to prioritise work demands and complete tasks to tight timelines to achieve set objectives. Including experience working to service level agreements.
- Proven ability to develop strong relationships with a variety of stakeholders. Ability to maintain effective relationship across a complex matrix organisation.
- Strong problem-solving skills and judgment to analyse situations and provide appropriate solutions.
- Demonstrated process improvement mindset, where you question the status quo and offer new and innovative ways of working.

DESIRED QUALIFICATIONS

- Qualifications and/or previous experience using best practice IT Service Management (ITIL) principles
- Experience with CLI systems management, scripting and compiling/installing open source software.

Key Responsibilities

- Assist with the design, acquisition, availability, support and maintenance lifecycle of a range of IT technology infrastructure to meet client expectations. Infrastructure includes: servers, databases, middleware, license management, virtualisation environments, application environments, access and security, storage and backup.
- provision and work with specialised research & teaching storage platforms, virtualisation clusters, high-performance computing systems using and developing your knowledge and experience with core technologies such as Linux, VMware and in-house toolsets in Python and command shell.
- Provide solutions to faults and requests that are raised through Tier 1 and 2 support, manage system accounts, storage allocations, access controls and maintain infrastructure systems through performing patches and software upgrades.
- Develop and maintain IT knowledge base documentation.
- Install, configure and adapt software and applications to support staff and students.
- Provide support to research staff on research systems, including self-administered and shared administered systems.
- Escort users and assist with set ups in equipment rooms and data centres.
- Maintain the security of localised IT technology, ensuring systems are current and perform audits.