



POSITION DESCRIPTION

POSITION TITLE:	Senior Systems Administrator				
POSITION NO:	404401	CLASSIFICATION:	Band 7		
DIVISION:	Corporate Business and Finance				
BRANCH:	Digital and Technology Services				
UNIT:	Technology Services				
REPORTS TO:	Technology Services Lead				
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council is committed to being a [Child safe organisation](#) and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

This is a key position responsible for the technical infrastructure underpinning council's operation and service delivery. Responsibilities include server, cloud and IT infrastructure administration and maintenance, security incident response, 2nd and 3rd level support as well as assist with project management, vendor management, technology upgrades and improvements, support enterprise architecture, and the management and maintenance of our disaster recovery and backup solution. It is expected that incumbent provides strategic and operational input to the overall management of the Digital and Technology Services Branch including fostering a climate of cultural change.

ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing, and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Digital and Technology Services Branch contributes directly to the achievement of the organisational goals. As a member of the Corporate & Financial Services Division, the incumbent is required to pursue Branch goals through effective teamwork within the Branch and with colleagues in other branches and divisions developing sound working relationships with a range of internal and external parties.

ORGANISATIONAL RELATIONSHIP

Position reports to: Technology Services Lead

Relationships: Closely liaise with staff in the Digital and Technology Services Branch and in particular with Technology Services Unit;

Supervision of contract staff and suppliers/vendors engaged for project based activities;

Liaise with council's suppliers as necessary to evaluate, install and maintain systems as required; and

Liaise with staff at all levels across the organisation on IT support issues and advice concerning delivery of IT infrastructure services.

KEY RESPONSIBILITY AREAS AND DUTIES

- Perform task necessary to ensure server security and integrity, especially in relation to user access rights, malware products and intrusion prevention
- Investigate and manage upgrades to all servers, network and client software as required, including operating systems. This includes security update patches issued by Microsoft on a monthly basis
- Ensure relevant operating procedures are kept current, and conduct regular reviews and audits of these procedures
- Develop and maintain measurement, performance monitoring and reporting strategies for council's IT systems infrastructure
- Assist with the evaluation, installation, and ongoing support of further IT infrastructure systems serving the needs of council business units

- Provide architectural design and technical support for council IT infrastructure and business applications
- Carry out system administration duties including checking audit logs, maintaining log files, checking storage and disk allocations, checking physical servers to ensure all hardware is functioning correctly
- Proactively log server hardware/software faults with external vendors for support
- Maintain and optimise our Hyper-V Environment including the creation of new servers and the removal of old servers
- Maintain Microsoft Endpoint Configuration Manger including, developing packages for deployment, manage and automate patch and security updates to servers
- Maintain Microsoft Endpoint Manager, including developing policy, managing app deployment, manage device updates
- Develop and maintain system documentation, configuration guides and operational instructions
- Develop and maintain relevant policies for IT Operations
- Provide technical advice to the Technology Services Lead to assist with operational problems concerning security, technical problems and operating systems for both servers, laptops, and workstations
- Work closely with the IT Business Support and Business Solutions teams and assist with technical and operational issues
- Develop and maintain regular backup of systems and user data and ensure secure on-site/off-site storage of backups
- Proactively identify potential IT infrastructure issues, opportunities for improvements and research/manage provision of solutions
- Monitor our SAN storage environment for storage requirements
- Maintain and monitor our Hyper-Converged Infrastructure
- Maintain and monitor our Exchange Environment
- Maintain and manage our Microsoft Azure tenant
- Maintain and manage Office 365, including mailboxes, licences, and users
- Manage Azure AD Connect, ensuring it is up to date
- Participate in our Change Advisory Board
- Monitor security events and incidents utilising Microsoft Defender 365 and Azure Sentinel

- Log all calls within Technology Services logging system and keep customers up to date with calls logged acting within our Service Level Agreement
- Responsible for testing our DR/Recovery solution on a 6 monthly basis and develop documentation on DR procedures
- Provide secondary support to the Network Administrator as required

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- This position is a senior technical position with a high level of accountability and authority in relation to IT infrastructure for the provision of an effective service and support of all Information Technology systems running within the City of Yarra network. It provides expert technical knowledge, support and guidance on all matters pertaining to IT systems and services and specialist information and advice on new technologies, developments within information systems relevant to the City of Yarra
- The incumbent has a responsibility for ensuring that routine periodic tasks needed to keep the IT infrastructure operating smoothly are carried out
- The incumbent is responsible for the resolution of second and third level user and systems problems, including their prioritisation
- The incumbent may be required to attend conferences, meetings or similar events relating to the IT industry, to general Council operations or to specific commercial arrangements and to liaise with other bodies or companies as appropriate
- The incumbent must act within Council and Digital and Technology Services Branch Policies and Procedures at all times
- The incumbent is required to lead technical recovery team as part of the IT Disaster Recovery Plan
- The incumbent has the freedom to act as the main contact for system errors, deciding on what actions needs to be taken and follow up on any outstanding issues, relating to the systems and to undertake problem investigation and resolution
- The incumbent has the freedom to act in the investigation and/or prevention of system security or integrity breaches with reference to Branch management at the earliest opportunity
- The incumbent is responsible for system configuration upgrades and provision of advice regarding potential improvements to service delivery
- The incumbent should advise the Technology Services Lead of relevant issues or actions above at the earliest practical opportunity

Safety & Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.

- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

At Yarra Every Job is a Climate Job

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community. Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job meaning that each staff member will play a key role in shaping our climate response.

Yarra Values

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
 - Accountability
 - Respect
 - Courage

JUDGEMENT AND DECISION MAKING

- The incumbent is required to exercise independent professional judgment and adaptability in evaluating and deciding on appropriate methods, procedures, and practices for achieving Branch objectives and in reviewing and recommending improvements to those methods, procedures, and practices
- Problems are often of a complex nature with solutions not related to previously encountered situations or existing documentation. Some creativity and originality are therefore required
- Policy development and advocacy skills and experience would be highly desirable.
- The incumbent is expected to work autonomously with limited guidance within the organisation.

SPECIALIST KNOWLEDGE AND SKILLS

- Broader Information Technology background
- Experience/understanding of industry best practise in relation to IT infrastructure support and service delivery

- Knowledge/understanding of ITIL principles and practical application in IT operation and support
- An understanding of Local Government and its complexities be an advantage
- Experience working with Veeam backup systems
- Experience working with Hyper-V clustered environments

MANAGEMENT SKILLS

- The position requires decision making based on an understanding and knowledge of Council's goals and objectives as they relate to the Branch's functions
- Time management skills and setting your own priorities are essential for this position. The Technology Services Unit works to a published SLA and setting your own workload and priorities is required to meet the SLA
- Demonstrated skills and ability in managing time, setting priorities, planning and organising one's own work and the work of others, to achieve specific and set objectives within the timelines, resources and budgets available.
- Excellent Project and People Management skills or well-developed project management skills including strong organisational skills and ability
- Ability to identify, recommend and lead improvements to the functions of the branch and contribute to long term staffing strategies

INTERPERSONAL SKILLS

- This position requires excellent verbal communication skills to work with all levels of the organisation and to also take customer phone calls
- Highly developed written skills and ability to prepare submissions, reports, policies, and other communications for a range of different audiences
- Highly developed oral communication skills
- Able to work closely with the Technology Services team to assist with issues that arise from the Service Desk. Must be able to log calls and communicate outcomes to customers

QUALIFICATIONS AND EXPERIENCE

- A Computer Science degree, related tertiary qualification or/and comparable work experience; or equivalent field with several years' relevant experience in computer services and/or IT or less formal qualifications with extensive experience
- Substantial experience in a similar position

- MCSE certification or currently working towards
- Other, relevant to our IT environment, technological certifications
- High level of technical competency in implementation of required solutions and infrastructure projects
- Awareness of new technologies and trends in IT industry
- Well-developed analytical, problem resolution skills
- A current Victorian Driver's license is essential
- Several years of demonstrated experience in using Hyper-V technologies, Windows Clustering, Microsoft Endpoint Configuration Manager, Microsoft Azure and Office 365 is highly desirable

A VALID CURRENT POLICE CHECK IS MANDATORY FOR THIS POSITION DUE TO BROAD ACCESS TO A RANGE OF CONFIDENTIAL INFORMATION.

KEY SELECTION CRITERIA

- Highly developed technical skills to fulfil the position objectives and responsibilities
- Experience in using Hyper-V, Windows Clustering, Microsoft Endpoint Configuration Manager, Veeam, Microsoft Azure and Office 365
- Able to provide advice to management regarding current best practice and emerging trends in IT infrastructure and systems
- Advanced analytical, troubleshooting and problem-solving ability
- Communication skills, working in a Service Delivery environment and evidence of working in service level environments