



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Systems Administrator	Level	8
Business Unit	Information Technology	Position Number	00099
Directorate	Corporate Services	Date Established	Jan 2003
Reporting to	Co-ordinator Network Services	Date Updated	August 2020

2. KEY OBJECTIVES

- Administer and develop the corporate systems, servers, databases and data storage.
- Ensure the availability and integrity of data on all servers and databases.
- Maintain system availability to corporate email systems.
- Provide technical leadership, planning, consultancy and co-ordination in the development and support of the City's server, storage, backup, disaster recovery and network infrastructure.
- Provide technical and back up support to Network Administration and Service Desk team.

3. KEY ACCOUNTABILITIES

- Systems Administration is undertaken efficiently, effectively, within agreed timeframes and with rigor applied in all circumstances.
- Undertake activities in accordance with the business unit plan, project plan, other relevant plans and budgets and within agreed timeframes.
- Support and advise is accurate and timely in accordance with legislation, enterprise agreements, protocols and associated documented procedures.
- Ensure financial management activities are undertaken in accordance with City procedures and processes.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with OSH legislation, City protocols, procedures and other OSH related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: System Administration

- Administer the City's servers.
- Manage SaaS, Cloud and BaaS systems.
- Ensure integrity of all data.
- Plan and manage server maintenance and upgrades.
- Monitor server performance.
- Develop and maintain system administration policies and procedures.
- Liaise with hardware and software providers.
- Manage consultants providing systems administration and implementation services.
- Plan and manage upgrades in collaboration with I.T Business Systems employees.
- Administer and monitor performance and capacity of cloud based servers, storage and backup as a service system.

Outcome: Virtual Host Administration

- Develop and administer virtualisation environment.
- Monitor host performance to ensure maximum uptime.
- Diagnose and resolve system management problems.
- Install and configure server hardware and software.
- Plan and manage server maintenance and upgrades.
- Liaise with hardware and software providers on technical matters.
- Manage software licensing for virtual hosts, servers and associated infrastructure.
- Manage consultants providing support services and implementation services.

Outcome: Storage Administration

- Administer SAN infrastructure.
- Monitor storage utilization and growth.
- Ensure the integrity of data.
- Advise on actions needed to maintain adequate systems and storage capacity to respond to business demands.
- Provide recommendations on the acquisition of data storage to meet organisational needs.
- Administer and monitor data replication to DR facility.
- Provide advice and guidance on strategies for managing on premise and cloud based storage capacity.

Outcome: Email Administration

- Administer the Exchange server and related infrastructure.
- Administer the Exchange online/on premise hybrid configuration.
- Monitor Exchange logs.
- Maintain system availability to corporate email systems.
- Administer and monitor email compliance and email security systems.
- Provide support for systems and devices that integrate with Exchange for messaging services.
- Manage Exchange online licensing.
- Monitor and implement Exchange online email archiving, tracking and recovery.

Outcome: Database Administration

- Administer all corporate database servers.

- Monitor performance of database systems.
- Maintain production, test and development environments.
- Develop and maintain effective database security policies.
- Document database administration procedures.
- Provide database support for Business Systems team.

Outcome: Backup and Recovery

- Develop backup and recovery strategies for all servers and databases.
- Ensure effective backup, archiving and recovery of corporate data.
- Manage server, storage and backup hardware maintenance and support renewals.
- Administer virtual environment site recovery capabilities.
- Administer backup and recovery processes for servers, databases and associated infrastructure.
- Administer I.T. disaster recovery capability and undertake scheduled DR migration testing.
- Assist with the preparation and maintenance of I.T. disaster recovery plans.

Outcome: Planning and Consultancy

- Provide strategic advice to the Co-ordinator Network Services/Manager Information Technology on all system and database administration issues.
- Develop capacity planning strategies.
- Participate in strategic IT planning processes.
- Liaise with other employees in Information Technology to ensure a co-ordinated approach to the provision of information services across the organisation.

Outcome: Network Support

- Provide backup to the Network Administrator for network problem resolution and software distribution activities.
- Provide backup to Network Administrator for web content filtering, email filtering and antivirus systems.
- Provide technical support to service desk and other I.T. employees.
- Train other Information Technology employees on basic system and database administration functions.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

5. **WORK RELATED REQUIREMENTS / SELECTION CRITERIA**

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Highly developed organisational and planning skills.
- Highly developed conceptual and analytical skills.
- Highly developed problem Solving and interpersonal skills.
- Highly developed customer service skills.
- High level of verbal and written communication skills.

Knowledge:

- Comprehensive knowledge of Windows server and workstation operating systems.
- Comprehensive knowledge of SQL Server databases.

- Comprehensive knowledge of Microsoft Exchange/ Exchange Online/ Office 365.
- Comprehensive knowledge of networking and server trends and standards.

Experience:

- Extensive experience in administering Windows servers.
- Extensive experience in administering SQL databases.
- Substantial experience in administering email systems.
- Substantial experience in network management and PC support.
- Demonstrated experience in the roll out of software using automated tools.

Qualifications / Clearances:

- Tertiary qualification in Information Systems or a related discipline.
- Current WA 'C' Class Driver's Licence.

6. EXTENT OF AUTHORITY

- Freedom to act governed by clear objectives.
- Required to set outcomes within defined constraints and further develop work methods where general work procedures are not defined.
- Exercise control of organisational elements, accountable for the quality, effectiveness, cost and timeliness of programs/projects under their control.
- Required to use professional knowledge and approach to solve complex problems.
- Solutions to problems require analytical approach and elements of development and creativity within the scope of corporate protocols.
- Decisions and actions may have a significant effect on the projects, programs and work area being co-ordinated.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under limited direction.

Internal:

- City employees

External:

- IT hardware and software vendors
- IT service provision companies
- IT Consultants and Contractors

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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