



JOB DESCRIPTION

LEGAL AID WESTERN AUSTRALIA

SYSTEMS ENGINEER

Information Management – Business Services Division

Level 6 – 37.5 hours per week – Perth Office

Job Description

This position provides support, management and administration of Legal Aid WA's server and storage infrastructure, supporting service delivery from Legal Aid's Perth based and regional offices and other remote locations. The position is responsible for developing and implementing cloud and hybrid services security methodology, securing applications and infrastructure and the maintenance of windows servers, Unix Servers and data storage management.

About Legal Aid Western Australia

Legal Aid WA provides legal assistance services across Western Australia and the Indian Ocean Territories. We serve the broader community by providing information and legal advice with a focus on the prevention and early resolution of legal problems. We prioritise more intensive services, such as representation and mediation, to those who need them most. Legal Aid delivers through a network of offices, Virtual Offices, outreach locations and private lawyers across the State. We have a statutory duty to deliver legal aid in the most effective, efficient and economical manner. Legal Aid WA reports to the State Attorney General.

Our Vision, Mission and Values

Vision

Equitable access to justice to support a fair and safe community.

Mission

To assist the community by providing quality and timely legal help to those who need our assistance.

Values

Making a difference: We're committed to helping people understand and protect their rights.

Client-centred: We put clients at the centre of everything we do.

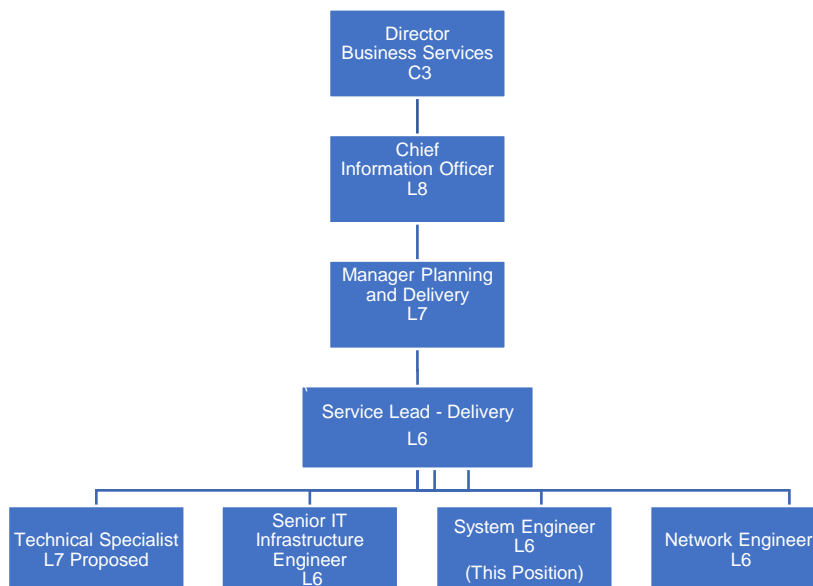
Respect: We care about our clients and the community in which we live.

Innovation: We're committed to continuous improvement

Transparency: We are an open and accountable organisation.

Reporting Relationships

Business Services Division – Information Management & Technology



Scope of Duties

- Administers the day to day operations of Legal Aid WA's systems infrastructure and security functions.
- Administers and maintains on-premises infrastructure to acceptable standards including, physical servers, physical storage on-premises infrastructure including servers and storage management including patching and capacity management across the datacentres of Legal Aid WA.
- Administers and maintains the performance and availability of Legal Aid WA's infrastructure and services, identifying problem areas, troubleshooting and implementing solutions to enhance the systems infrastructure and hardware asset management.
- Administers and maintains backup and disaster recovery management solutions.
- Administers and maintains Cloud infrastructure (Microsoft Azure), virtualised infrastructure environment (VMWare) the Active Directory and Azure Active Directory environment, Microsoft 365 services including Exchange Online, SharePoint Online, Teams, and Intune.
- Provides expert technology support across the network and infrastructure services.
- Provides definitive and expert advice in their specialist area and keeps abreast of IT Infrastructure trends and technologies particularly relating to Microsoft Windows and Linux systems and services to maintain recognised expert level knowledge.
- Responds to and manages complex second and third level technical requests for infrastructure systems and services.
- Maintenance and configuration of third-party applications and connectors with SaaS solutions.
- Continuously improves technical service quality and effectiveness in association with vendors and service providers.
- Participating and supporting project activities as required.

- Other duties as required.

Selection Criteria

If any of the criteria below are in bold only those bold criteria must be addressed in applicant's written application and resume. These and the remaining selection criteria will be assessed through interview or alternative selection methods.

ESSENTIAL

- **Demonstrated experience and ability managing and maintaining systems infrastructure and services in particular with Microsoft Azure, VMWare, 365, Active Directory 2016/2019 and Entra ID IAM technologies environment.**
- **Demonstrated experience with managing and maintaining the Microsoft Exchange Online and hybrid environment.**
- **Proficient in Windows Server 2016/2019 and Microsoft clustering technology.**
- **Demonstrated familiarity with server and application patching.**

ESSENTIAL REQUIRED CORE COMPETENCIES

These are essential criteria for appointment to all Legal Aid WA positions. Refer to the [Core Competencies Matrix](#) on our website.

- Committed to the principles of social justice.
- Values people, partnership, and teamwork.
- Willingness to learn and share knowledge with others.
- Outcome and service focused.

ESSENTIAL QUALIFICATIONS, LICENCES AND/OR EXPERIENCE

It is important that you set out clearly in your application a summary of your qualifications and attach a copy of relevant qualifications with your application.

- Possession of a relevant industry or tertiary qualification or demonstrated active progression towards attainment.
- Minimum of 7 years relevant industry experience.
- Current Microsoft certification or other related industry recognised or tertiary qualifications (Microsoft Azure/MCSE/VMware/CCNP/RHCE or equivalent and Microsoft 365 solution)
- **Experience in managing on-premises infrastructure solutions such as physical servers, and storage hardware.**
- **Possession of ITIL Foundation for Service Management certification (v3 minimum).**

DESIRABLE

- Expertise in virtualization (VMware).
- Familiarity with Dell/EMC SAN Storage.
- Strong PowerShell scripting skills.
- Experience with automated deployment tools (e.g., SCCM, Intune, PatchMyPC).
- Understanding of network fundamentals, ITIL principles, and compliance frameworks.
- Experience in agile environments and strict change control processes.
- Exposure to VEEAM Software.
- Exposure to RIVA, JIRA and CONGA.

OTHER

- Employees in this position may be required to work outside of core business hours periodically to perform duties which cannot be conducted during this time.
- Employees in this position may be required to undertake intrastate travel by road or air, normally for short periods.

All appointments to Legal Aid Western Australia are subject to satisfactory national police certificate and 100-point identification check.