SYSTEM ADMINISTRATOR (UNIX)
UNSW MEDICINE
MEDICINE COMPUTING SUPPORT UNIT

JOB PURPOSE

To provide specialist services in relation to implementing, managing, operating and supporting UNSW Medicine IT Server Infrastructure, essential for the research, teaching and learning needs of Faculty staff and students.

MAIN DUTIES

LEVEL 6

1. Administer a wide range of servers, applications and services to meet the needs of Faculty staff, students and external clients.
2. Design methodologies for gathering and analyzing system use and performance data for various purposes (e.g. for informing decisions about infrastructure upgrades, for diagnostics and troubleshooting, etc.).
3. Contribute to the security of IT infrastructure through intrusion detection and engaging in regular audits. Provide authorization and authentication for users requiring systems access.
4. Produce and ensure currency of high standard technical documentation in all of the above areas. Develop and maintain a current, easily-accessible library of technical documentation.
5. Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that their actions or omissions do not impact on the health and safety of others in the university

LEVEL 7 (in addition to the above)

1. To continuously improve systems and security of systems by evaluating hardware, software and applications, by engaging in security audits, and by responsibility for the authentication and authorization of system users
2. To develop and implement agreed software by installing, configuring, maintaining, improving, and monitoring of systems, and by providing support for projects which involve new systems, application software and online services.
3. Manage the full cycle of technical projects, from needs identification and analysis through to deployment.
4. Implementing, evaluating and assisting in the design of end-to-end infrastructure solutions.
5. Contributing to policies, procedures and other documentation required to support the server environment.
6. Proactively identify, recommend and implement process improvements within the IT server environment

ENVIRONMENT

Position Context

The Medicine Computing Support Unit (MCSU) supports the teaching, learning and research objectives of the University by providing quality IT support and IT services to staff and students within the Faculty of Medicine, affiliated teaching hospitals and Rural Clinical Schools.

Reporting Relationships

The Systems Administrator reports directly to the Medicine IT Manager and liaises with Senior Systems Administrator and Developers within the MCSU team.

The System Administrator assists with the technical duties of other team members as required, and supervises and establishes tasks for casual and project staff.

PRINCIPAL ACCOUNTABILITIES

LEVEL 6

1. Ensuring adherence to IT policies, processes, standards and architecture principles in building and running systems.
2. Monitoring performance of operational processes and standards in running systems.
3. Completing requests and resolving incidents in accordance with defined service levels.
4. Ensuring high availability for server infrastructure and applications
5. Provide high quality documentation of infrastructure and procedures to support the incumbent system administrator

LEVEL 7 (in addition to the above)

1. Improving the quality of operational processes and standards in running systems.
2. Contributing to design and operation of a secure infrastructure environment.
3. Ensure business continuity by having implemented disaster recovery plan and backup strategy

SELECTION CRITERIA

The System Administrator requires a good knowledge of computing practice and would normally be expected to hold a qualification in computing science, or equivalent, or have sufficient relevant experience in lieu. Experience with networked environments in a higher education setting would be beneficial. A Knowledge of OHS responsibilities and equal opportunity principles.

LEVEL 6

1. Experience with:
   - Linux system administration (RHEL v5/6 Servers).
   - Configuration and maintenance of web services in a LAMP environment.
   - database management and web based development preferably in Drupal 7 CMS
   - GIT Version Control
   - Scripting Languages (eg, Python, Bash & PHP)
   - Performance tuning (ie Varnish Cache), server optimisation, website benchmarking
   - Maintaining a tiered software development environment (dev,stage,prod).
   - Service desk and issue tracking tools (ie CA /Jira)
   - or understanding of automating server deployment with Puppet and Zen works

2. Systems analysis skills, good problem solving skills, and a high degree of initiative.
3. Able to work with internal and external clients in a demanding environment
4. Good technical writing skills and the ability to generate and maintain procedural documentation
5. Good communication and interpersonal skills, including negotiation, conflict resolution skills, and ability to work collaboratively in a team environment.
6. Excellent time management and organisational skills.
7. Knowledge of OHS responsibilities and EEO/AA principles, and commitment to attending relevant OHS training

LEVEL 7 (in addition to the above)

1. System and application integration abilities, using a wide variety of server-side programming languages.
2. Ability to architect and improve upon exiting IT infrastructure or new system as required.
3. Ability to support Windows server environment.

PROGRESSION STATEMENT

The incumbent will normally be expected to have reached the top step of Level 6 prior to progression to Level 7. Criteria for progression to Level 7 will be based on satisfactory performance of all duties and accountabilities at Level 6, and a demonstrated capacity to take on the duties and account abilities of the position at Level 7.