POSITION DESCRIPTION
IT Senior Systems Administrator (POS2139)

Directorate:	City Corporate	Department:	Information Technology		
Position Grade:	14	Reports to:	Coordinator IT Support and Infrastructure		
Last review:	October 2020	Next review:	October 2022	Version No.:	1.0

Position purpose:

The purpose of this position is to provide advice for innovation and enhancing technical support for the day to day operations of the organisations IT systems, infrastructure and projects. This will be achieved by taking responsibility for the effective testing, installation, configuration and maintenance of systems hardware, software and related infrastructure. Adhere to best practices and procedures within the IT infrastructure and security.

Key accountabilities/responsibilities:

Responsible for:

1) Work closely with vendors and the business by providing technical complex administration, configuration and support, ensuring the IT infrastructure is delivering the agreed service levels to Council and audit requirements.

2) Prepare clear proposals and defined scope in measurable terms. Prepare accurate estimates of costs and resources required for more complex tasks and projects.

3) Liaising with internal and external stakeholders to provide technical support as required, ensuring work is conducted effectively and efficiently, complies with internal policy and fulfils legislative requirements.

4) Monitor and analyse performance, identify risks relating to compliance or availability and providing reports when requested.

5) Ensuring data protection services are operating to defined standards

6) Provide advice, contribute to procedures and capability within the IT Systems, ensuring effective knowledge sharing and coaching

7) Proactively identifying IT system related risks and opportunities to continually improve efficiency, effectiveness to meet end user requirements.

8) Preparing and maintaining appropriate documentation and plans which is updated regularly. Ensuring all work conducted is well documented and complies with change management requirements

9) Maintaining and enhancing specialist knowledge in IT system and infrastructure related technologies.

10) Providing advice, developments and implementations, based on sound research and analysis, in a timely and professional manner.

11) Contribute to security and backup recovery processes such as monitoring and supporting technologies as directed.

12) Providing level 2 and level 3 complex support to the IT team.

13) Follow Council's policies and procedures when carrying out work to ensure risks are managed. Report all incidents, risks and issues to Management on a timely manner.

14) As directed to carry out such duties that are within the limits of their skill, competence and training

Decisions made in the position:

1) The position has no formal Delegation of Authority

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Decisions referred:
1) Liaises closely with the Coordinator of IT Support and Infrastructure to ensure outcomes are achieved.

Key issues/challenges:
1) Develop solutions with budgetary constraints
2) Adapt to rapidly changing trends in technology
3) Organisation culture in resistance to change. Encourage a culture of recognising the value of collaboration
4) Timely and competent delivery of technology requirements
5) Ability to prioritise WITH consideration of time constraints and competing demands
6) Keeping Pace with technology and demands of stakeholders

Key working relationships:
• CIO • Business units • Managers and Coordinators • IT Team • Vendors and partners

POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Tertiary Qualifications in a relevant role and/or equivalent significant demonstrable experience
- C Class License

Experience

- Minimum five (5) + year's experience supporting and managing:
  - Service delivery using IT Systems including Active Directory, DNS, Group policy, SCCM, Microsoft 365, Airwatch, Airwave, Clearpass
  - Experience in automation and scripting
  - Experience with Cloud technologies, specifically AWS, Azure and Microsoft 365
  - Current Windows Server environment
  - a Hyper-V or similar virtual environment
- Demonstrated experience in the planning and management of server and network Infrastructure.
- Demonstrated experience of data protection and backup solutions.
- Demonstrated strong Change Management discipline for all aspects of IT Infrastructure management including documentation of IT processes and procedures.
- Demonstrated experience in adapting approach to overcome obstacles and re-prioritise conflicting tasks/ competing priorities to manage own time and deliver.

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity.
- Strong working knowledge of Cloud, Server and networking.
- Demonstrated working experience of applications, data and systems security.
- Demonstrated ability in exceeding customer expectations and dealing effectively with dissatisfied customers. This includes the ability to adjust interpersonal style to respond to the needs of others and the situation.
- Strong communication skills, both verbal and written.
- Proven problem solving and diagnostic skills.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Experience working in the Government sector.
- Experience with Active Directory and Microsoft Server up to 2019.
- Experience with automation tools and scripting (PowerShell).

- Experience working with Cloud based data centres (AWS, Azure).
- Good working knowledge of Pathway, Technology One and EDRMS suite of Local Government Software.
- Microsoft certification
- ITIL certification.

LIVERPOOL CITY COUNCIL.

Our vision:

Aspiring to do great things – for ourselves, our community and our growing city.

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous