POSITION DESCRIPTION
Junior Systems Administrator – FTE 1.0

Reference No: T2014

Classification: Level 2

Employment Type: Continuing

Line Manager: Infrastructure Manager
POSITION SUMMARY

Working as a member of one of the eResearch SA Ltd systems teams, the Junior Systems Administrator is responsible for operations systems maintenance, administration and provision of support services to internal and external users of the eResearch SA Ltd computing facilities and systems.

KEY RESPONSIBILITIES AND OUTCOMES

1. Systems Administration
   a. Administer and maintain technical environments and workstations.
   b. Provide helpdesk services to staff, users and other state eResearch organisations as directed.
   c. Install and maintain applications software and licenced functions for facilities
   d. Undertake systems improvement for upgrade and maintenance
   e. Create and maintain appropriate systems and end user documentation
   f. Utilise work processes and procedures for task management.
   g. Maintain asset register

2. Research Support
   a. Identify appropriate service levels for researcher support.
   b. Participate in key working groups, projects and forums.

3. Other duties as required.

CAPABILITIES AND CHARACTERISTICS

1. Knowledge and experience
   a. Experience with Linux systems administration
   b. Experience with Microsoft operating systems and application administration
   c. Experience in hardware maintenance
   d. General Networking knowledge LAN WAN
   e. Experience with IT helpdesk systems and user support processes
   f. Familiar with git/github

2. Service Focus
   a. Seek to understand clients’ operating environment and to understand their issues and problems.
   b. Implement systems and policies to ensure outstanding client service is achieved.
   c. Utilise systems to gather feedback from clients about service to identify areas for improvement.
   d. Model high standards of service delivery to clients and stakeholders.

3. Communication
   a. Composes communications which convey specialised concepts in order to influence outcomes or decisions.
b. Tailors communication style and delivery method to the level of the audience.
c. Negotiates agreement on complex technical issues.

4. Continuous Learning
   a. Consider and attempt to improve existing systems and processes.
   b. Recognises the validity of other viewpoints and is not fixed in their ideas.
   c. Reflects on own work practices and participates in a wide range of learning opportunities.

5. Teamwork
   a. Works effectively in a team environment
   b. Actively participates in teams meetings through sharing ideas and contributing to discussions.
   c. Builds collaborative working relationships
   d. Effectively uses team skills and knowledge.
   e. Exercises tact, tolerance and humour to promote team harmony.

6. Desirable:
   a. Working knowledge of the following:
      • Git / GitHub
      • Python
      • Puppet
      • Bash
      • Active Directory
      • Office 365
      • PowerShell
      • ITIL Foundations

SIGNIFICANT RELATIONSHIPS

Internal
Infrastructure Manager
Team Leader
Infrastructure teams
eResearch SA Ltd staff

DELEGATIONS

None
OCCUPATIONAL HEALTH AND SAFETY

All staff are expected to promote and provide a safe working environment for staff and visitors with attention to the requirements of the Work Health & Safety (WHS) Act, the Workers Rehabilitation and Compensation Act, OHSW and Injury Management policies and Equal Opportunity Acts applicable to the State in which the position is located.

OTHER DUTIES

All staff are expected to:

• contribute to the efficient and effective functioning of the team or work unit in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one’s supervisor;

• perform their responsibilities in a manner which reflects and responds to continuous improvement; and

• familiarise themselves and comply with Work Health and Safety and Equal Opportunity policies.

ADDITIONAL REQUIREMENTS

A current driver’s licence is required.
Signature of Authorising Officer:

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Mary Hobson, Chief Executive Officer, eResearch SA Ltd

Signature of Line Manager:

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Date of last update: 1ST January 2015