POSITION DESCRIPTION

Storage Systems Administrator – FTE 1.0

Reference No: T2014
Classification: Level 4
Employment Type: Continuing
Line Manager: Infrastructure Manager
POSITION SUMMARY

Working as a member of the eResearch SA Ltd systems team, the Storage Systems Administrator is responsible for the operation and management of our large scale storage infrastructure.

KEY RESPONSIBILITIES AND OUTCOMES

1. Storage Systems Administration
   a. Administer and maintain relevant storage systems.
   b. Undertake systems improvement for upgrade and maintenance.
   c. Create and maintain appropriate systems and end user documentation.
   d. Utilise work processes and procedures for task management.
   e. 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. Proven experience with configuration and management of large enterprise data storage systems (SAN, NAS, DAS, HSM, Tape Silo).
   b. Proven experience with SAN Fabrics (FC, FCoE, FCIP, iSCSI, IB).
   c. Relevant networking knowledge LAN/WAN.
   d. Proven experience with large scale data management.
   e. Proven experience with backup and recovery.
   f. Proven experience working with data storage systems in a Linux and Microsoft environment.
   g. Proven experience configuring and managing various file system types.
   h. Proven experience supporting large scale Virtualisation storage.
   i. Familiar with configuration, change management and peer review processes.

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. Education
   a. A relevant degree or technical qualification

7. Desirable:
   a. Working knowledge of the following:
      i. Hitachi Data Systems
      ii. Dell Storage
      iii. High performance / Parallel Storage
      iv. Git / GitHub
      v. Python
      vi. Puppet
      vii. Bash
      viii. 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