Position Description (PD)	
Role	System Administrator / Senior Digital Technologies Support Officer
Branch	Corporate Group
Team	Digital Technologies (DT)
Level	Broadband Staff Level 2 (APS Level 5 and 6)
Role context	**About the Team** The DT team ensures that all aspects of DT can support the continuity of current business operations while delivering new capabilities to support evolving business needs. The team leads the innovative application of technology to meet the Productivity Commission's (PC) strategic objectives while keeping core systems and information available, accessible, and secure. **System Administrator** Responsible for the administration and maintenance of our Windows and Microsoft 365 environment, as well as other critical systems including networking with Cisco and virtual infrastructure. This role plays a vital part in ensuring the stability, security, and efficiency of our DT infrastructure. As the System Administrator, you will also serve as an escalation point for technical issues and contribute to software packaging and backup processes. Your expertise in Essential 8 security practices will be crucial in maintaining a robust cybersecurity posture. **Senior DT Support Officer** Assist PC employees with DT requests and operate as the second level support escalation person. Second level assistance necessitates a thorough understanding of the PC's ICT needs as well as substantial troubleshooting skills, mostly but not exclusively with Microsoft issues. The key responsibilities include addressing issues and requests, managing priorities, keeping clients and team members informed and up to date, and advising relevant DT management of difficulties or problems and proposing solutions wherever possible. The role also provides a range of core DT first level support services, with a customer service focus. This includes user management / password resets and assistance, group policy management, video conferencing, MS Office 365 support and device deployment and maintenance.
Reports to	Assistant Director, DT / Manager, Workplace Technologies
Direct reports	Nil
Contact officer	Guy Beaven – (03) 9653 2269

Responsibilities	**System Administrator** **Windows and Microsoft 365 Administration:** - Manage and maintain Windows servers and Microsoft 365 services, including Active Directory, Exchange Online, SharePoint, and Teams. - Implement updates, patches, and security configurations to ensure system reliability and compliance with industry standards. **Network Infrastructure:** - Administer Cisco Meraki networking equipment, including switches, routers, and access points, to optimise network performance. - Configure and maintain firewalls to safeguard the organisation's data and network integrity. **Essential 8 Compliance:** - Assist with implementing and monitoring Essential 8 security controls to protect against cybersecurity threats and vulnerabilities. - Conduct security assessments and audits to identify and mitigate risks. **Software Packaging and Deployment:** - Package and deploy software applications and updates using industry-standard tools and best practices. - Ensure seamless software distribution and maintain accurate documentation. **Backup and Disaster Recovery:** - Develop and maintain backup and disaster recovery plans to safeguard critical data and minimise downtime in case of system failures. - Perform regular backup testing and document recovery procedures. **Technical Issue Resolution:** - Troubleshoot and resolve technical issues reported by end-users, ensuring timely and efficient solutions. - Escalate complex problems to senior DT staff when necessary. **Documentation and Reporting:** - Maintain comprehensive documentation of system configurations, procedures, and troubleshooting steps. - Generate regular reports on system performance, security, and compliance. **Senior DT Support Officer** - Consult, advise, assist and collaborate with users of the PC's DT systems by following ITIL methodologies and best practice. - Ensure the DT support and help desk function is adequately covered during the PC's normal business hours. - Liaise with external technology service providers and suppliers such as HP, Microsoft and FujiFilm regarding resolution of issues, where relevant.

	- Use remote working tools such as MS Teams to collaborate with and provide DT support to staff. - Assist in providing training to users of our DT systems. - Assist in creating and updating Service Desk Team processes. - Lead in creating and updating Customer Knowledgebase articles. - Assist in the improvement of the PC's DT systems. - Positively contribute to organisational change, effective communication, and continuous improvement.
Selection Criteria	**Professional expertise:** **System Administrator** - Three years' experience in a similar role/industry, and an equivalent bachelor's degree in computer science, information technology, DT systems management, or other related qualification in relevant fields. - A minimum of three years' experience with Azure environments with experience in deploying end user computing devices and configuration management. - Strong security experience in Microsoft cloud environment, and virtual technologies. - Strong knowledge with demonstrated experience using Microsoft Intune, Active Directory, Exchange, MS 365 Defender and backups using enterprise backup products and PowerShell and scripting on Microsoft infrastructure will be highly regarded. **Senior DT Support Officer** - Certificate IV in information technology support or other relevant discipline and demonstrated previous experience in a similar role/industry. - Technical skills in Microsoft 365 including Office apps, Active Directory, Exchange online and SharePoint online. - Strong troubleshooting skills for second level support, including installs and support for computer equipment, peripherals, videoconferencing (Cisco Webex), office equipment and software. **Effective Engagement:** - Proven ability to communicate effectively, using information that is accurate, clear and concise. - Shares information in a timely way, is proactive in assisting others in the team and collaborates effectively with others, contributing positively to work discussions and team meetings. - Ability to build rapport and maintain cooperative and positive relationships with colleagues and key stakeholders. **Personal Productivity and Growth:** - Demonstrated ability to plan and progress work and deliver on agreed outcomes. - Perseverance and resilience in managing competing priorities in a changing environment.

| | • A preparedness to seek (and act on) advice and feedback and take opportunities to expand your knowledge and skills and contribute to a positive workplace culture. |