

POSITION DESCRIPTION

IT Senior Systems Administrator (POS2139)

Directorate:	Customer & Business Performance	Department:	Information Technology
Position Grade:	TBA	Reports to:	Coordinator IT Service Operations & Security
Last review:	October 2023	Next review:	October 2025
		Version No.:	1.1

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) Providing an exceptional customer experience to all stakeholders, maintaining a positive and professional attitude in all interactions.
- 2) 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.
- 3) Prepare clear proposals and defined scope in measurable terms. Prepare accurate estimates of costs and resources required for more complex tasks and projects.
- 4) 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.
- 5) Monitor and analyse performance, identify risks relating to compliance or availability and providing reports when requested.
- 6) Ensuring data protection services are operating to defined standards
- 7) Provide advice, contribute to procedures and capability within the IT Systems, ensuring effective knowledge sharing and coaching
- 8) Proactively identifying IT system related risks and opportunities to continually improve efficiency, effectiveness to meet end user requirements.
- 9) Ensuring appropriate documentation and plans are prepared, maintained and updated regularly. Ensuring all work conducted is well documented and complies with change management requirements.
- 10) Maintaining and enhancing specialist knowledge in IT system and infrastructure related technologies.
- 11) Providing advice, developments and implementations, based on sound research and analysis, in a timely and professional manner.
- 12) Contribute to security and backup recovery processes such as monitoring and supporting technologies as directed.
- 13) Providing level 2 and level 3 complex support to the IT team across all council sites.
- 14) 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.
- 15) Other duties as directed and authorised by Chief Information Officer

Decisions made in the position:

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- 1) The position has no formal Delegation of Authority

Decisions referred:

- 1) Liaises closely with the Coordinator of IT Service Delivery 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:

- Chief Information Officer
- 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 (Powershell)
 - Experience with Cloud technologies, specifically AWS, Azure and Microsoft 365
 - a 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 knowledge of access control, closed circuit television and physical security systems.
- 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.
- Good working knowledge of Pathway, Technology One and EDRMS suite of Local Government Software.

- Microsoft certification
- ITIL certification.

CORPORATE VALUES

This section does NOT need to be addressed in any application for this position.

You will be able to demonstrate the ability to use Liverpool City Council's Corporate Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of Liverpool City Council will be underpinned by a commitment and belief in our Corporate Values.

Specific requirements are:

1. Value Staff

At Liverpool City Council we value staff by working to enable the recognition of staff performance, encouraging and supporting career development and providing continuous learning. We also recruit competent staff willing to adhere to our values while pro-actively retaining good staff.

2. Work Together

At Liverpool City Council we work together by contributing towards the team goals of the unit as identified in the work plans and assisting other team members through co-operative work ethics. We also actively help other units and staff across the organisation.

3. Respect People

At Liverpool City Council we respect people by encouraging an honest, courteous, ethical, fair and equitable workplace. Understanding cultural diversity issues and valuing the views of other people is also an important component.

4. Communicate Effectively

At Liverpool City Council we communicate effectively by providing open, accessible and honest communication with all stakeholders. We also ensure all stakeholders have necessary information at their disposal.

5. Show Leadership at all Levels

At Liverpool City Council we show leadership at all levels by being pro-active in our approach in providing excellent levels of internal and external customer service, leading by example and showing initiative and innovation.

Our vision:

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

Our values:

Ambitious

Authentic

Collaborative

Courageous