

ROLE STATEMENT

Role Title:	Systems Administrator
Department:	IT
Location:	Brisbane
Reports to:	IT Manager

SU QLD Vision & Mission

Our **mission** is to bring God's love, hope and good news to children and young people and their families.

Our **vision** is to see each child and young person connected and supported in community, serving others, and experiencing fullness of life.

SU QLD is an inter-denominational Christian organisation which has worked in schools for more than 80 years and has successfully employed chaplains since 1990. We have more than 700 people and a highly valued network of 3500 volunteers.

Purpose of Role

Reporting to the IT Manager, the Systems Administrator is responsible for the management and improvement of SU QLD's essential technology based services. You will provide level two IT support to office and regional employees (primarily in Queensland). We also have IT support and solutions agreements with SU in several other states.

Key Relationships

Internal	<ul style="list-style-type: none">○ Director of Finance & Administration○ IT Manager○ Software Developer○ Systems Administrator/Programmer○ Systems Administrator/IT support○ SU QLD Chaplains, Office and Field Management
External	<ul style="list-style-type: none">○ LCC committee members○ SU employees in other states○ IT suppliers

Key Accountabilities	Expected Outcomes
<p>1. IT Systems Administration</p> <ul style="list-style-type: none"> • Migration to and maintenance of IT servers in Google Cloud • Maintaining the IT environment, switches, routers and infrastructure • Implementation and documentation of IT procedures, policies & system changes • Minimal after hours support and maintenance may be required from time to time, together with travel to other SU offices around Australia 	<ul style="list-style-type: none"> ○ Positive feedback from IT team ○ Maintain the IT Systems and administers a best practice approach to purchasing, acquisitions, equipment lifecycle and continuous improvement opportunities
<p>2. IT Support</p> <ul style="list-style-type: none"> • Working as part of the IT team to provide level two IT Support. This includes provided a high level of IT service office staff in Brisbane and regionally based field staff. • Support may include but is not limited to troubleshooting laptops, desktops, desk/mobile phones, printers, the Intranet, hardware connectivity and issues accessing web based technologies. 	<ul style="list-style-type: none"> ○ Positive feedback from IT team and internal/external stakeholders ○ Responds to IT issues promptly and professionally in a clear and easy to understand way.
<p>3. Team Contribution</p> <ul style="list-style-type: none"> • Contribute at team meetings. • Provide back up to other team members as required. • Participate in wider organisation based activities and learning opportunities. • Comply with the WH&S policy and procedures 	<ul style="list-style-type: none"> ○ Positive feedback from Department Executive/Direct Role Supervisor and relevant colleagues.
<p>4. Risk Management</p> <ul style="list-style-type: none"> • Participate in identifying risks and developing treatments to mitigate risk. 	<ul style="list-style-type: none"> ○ Positive feedback from Department Executive and Direct Role Supervisor

Qualifications

- *At least five years experience as an IT Systems Administrator*
- *A Bachelor or IT or equivalent would be favourable*

Competency	Definition
<p>Technical / Professional</p>	<p>Having achieved a satisfactory level of performance in specific professional/technical areas. This should include specific experience and specific professional “know-how”, including:</p> <ul style="list-style-type: none"> ○ Public cloud technologies (Google Cloud, Amazon AWS or Microsoft Azure)

	<ul style="list-style-type: none"> ○ Office to cloud VPNs (IPSEC to Google) ○ Terraform ○ Cloud backups (especially Google, Salesforce and TechOne) ○ Cloud automation ○ Configuration management/orchestration (SaltStack preferred) ○ Linux (Ubuntu) ○ Zabbix monitoring ○ Windows Active Directory ○ Docker containers (Kubernetes) ○ DBMS (MSSQL, MariaDB) ○ VMware vSphere ○ VEEAM ○ HP ProCurve switches, WAC and WAPs ○ Cisco routers/VPN ○ pfSense routers/firewalls/VPN ○ OTRS ticket system ○ OpenVPN ○ Android
Written communication	Expressing ideas clearly in any written format (memo, email, letter) that have the appropriate organisation and structure.
Teamwork (cooperation)	Active participation in, and facilitation of, team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of the effect of one's behaviour on others.
Flexibility / Adaptability	Is open to change, can think independently, and will champion new methods if they are proven to be better than the status quo.
Attention to detail	Accomplishing tasks through concern for all areas involved, no matter how small, showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time; completion of actions until the desired objective is achieved.
Initiative	Asserting one's influence over events to achieve goals; self-starting rather than accepting passively, taking action to achieve goals beyond what is required, being proactive.
Motivational "fit"	The extent to which job activities and responsibilities, SU's beliefs and values, including having a commitment to Christian ministry and Chaplaincy are consistent with the type of environment that provides personal satisfaction; the degree to which the work itself is personally satisfying.
Integrity	Maintaining and promoting social, ethical and organizational norms in conducting internal and external business activities

Additional Requirements	
<p>SU QLD requires that the incumbent to be:</p> <ol style="list-style-type: none"> 1. able to subscribe to the aims, beliefs and working principles of SU 2. able to demonstrate a living and personal relationship with Jesus Christ 3. able to show strong Christian character evidenced by servant leadership, valuing of people in general and marginalised people in particular 4. a respected member of a local Christian church we recognise 	

- | |
|--|
| 5. a holder of a “Blue Card” from the Blue Card Services Department for the purposes of child related employment |
| 6. willing to work under SU QLD’s Staff Code of Conduct |

Developed by	IT Manager & People Services Business Partner
Checked by	Employee Relations Manager & Director of Finance and Administration
Approved By	Director of People Services
Effective Date	November 2018