

POSITION DESCRIPTION



State Library
of Victoria

SECTION 1 – POSITION DETAILS

Position No	7010	Position Category	Business Support - Specialist Professional
Position Title	Senior Systems Administrator	Classification	VPSG 4.1
Department	Corporate Services & Planning	Date Created (if new position)	/ /
Division	Technology Services	Date Last Revised	April 2009
Section	Operations	HR Reference No (HR use only)	2E017
Establishment type	<input checked="" type="checkbox"/> Core <input type="checkbox"/> Non – Core (Supplementary) <input type="checkbox"/> Non-core (Project) <input type="checkbox"/> Non-core (Start up)		
Reports to: (position title & number)	Operations Manager - 7003	Contact number	8664 7106

SECTION 2 – POSITION REQUIREMENTS

Mode of employment:	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual
Hours of Work:	76 hours per fortnight, with some out of hours work required.
Physical Demands:	Not Applicable
Employment Conditions:	As per the current Enterprise Partnership Agreement.
Work Location:	328 Swanston Street, Melbourne.

SECTION 3 – PRIMARY FOCUS

The Technical Services Division (TSD) provides the technical day to day operational management for the Library including ICT procurement, web and digitising services.

The Senior Systems Administrator is a key position with responsibility for maintaining the operational and maintenance functions of the servers and desktop systems.

Responsibilities are diverse covering:

- Development and maintenance of the desktop SOE, ensuring a high level of availability, reliability, functionality and performance
- Working in a multi operational environment
- High level of security and integrity of user access, system and data backup and server and workstation patch management.

SECTION 4 – POSITION DELIVERABLES

1. Management of the desktop environment, analyzing all aspects of the infrastructure performance and improving production environments and services.
2. Experience in the management of:
 - Novell/OES,
 - TCP/IP
 - Linux environment
 - Windows
 - VMware
 - SAN (EMC/CX4) environment
3. Develop, implement and maintain software distribution and license monitoring for desktop based software using Zenworks.
4. Experienced in Identity Management technologies (IDM);
 - username / password
 - web-access control systems
 - entitlements
 - single-customer views
 - LDAP and;
 - policy-based routing.
5. Assist in the formulation of long term strategies for the development and support of the desktop and server technologies including:
 - Documentation of requirements and technical specifications; and
 - Problem solving skills
6. To maintain a high level of security across all desktop based services:
 - anti-virus,
 - firewall security
7. Supervise 3rd party contractors to assist in the management and development of the Library's infrastructure.

SECTION 5 – KEY SELECTION CRITERIA

Knowledge Required: Include qualifications – desirable / mandatory. Consider training/experience. Diversity of functions, interpersonal skills.

Mandatory:

1. A minimum of 5 years IT experience with accredited qualifications as a Novell and Microsoft Certified Systems Engineer or substantial progress towards such qualifications.

2. Demonstrated technical skills in using the following technologies;
 - Novell/OES,
 - TCP/IP
 - Linux environment
 - Windows
 - VMware
 - SAN (EMC/CX4) environment
3. Additional skills in managing operating systems in a multi-server environment, covering Windows Server, Lotus Notes administration and portal intranets
4. Extensive experience in supporting PCs and software applications, with good analytical skills and a demonstrated ability to apply them to the resolution of problems.
5. Demonstrated ability to manage an environment that adheres to Identity Management technologies (IDM);
 - username / password
 - web-access control systems
 - entitlements
 - single-customer views
 - LDAP and;
 - policy-based routing
6. Knowledge and experience of ITIL methodologies and the ability to build servers.
7. A solid understanding of Zen desktop application for distribution of desktop images.
8. Excellent oral communication and interpersonal skills to convey complex technical information to staff to ensure understanding and the ability to write reports of a technical nature for technical and or non staff and managers. Ability to understand and deal with stakeholders and organizational priorities.

Desirable:

1. Have a general understanding of networking, firewalls & proxy servers
2. Ability to design a desktop standard operating environment (SOE)

Judgement: Consider work complexity, reasoning and creativity

The incumbent will be required to understand the implications of network and system changes and communicate these implications to the Operations Manager.

The position requires a high level of technical knowledge and lateral thinking in proposing solutions to unique problems.

Accountability: Level of independence and influence of role, nature and type of impact

The incumbent will provide expert technical advice to the Systems Team Leader.

In cooperation with the Operations Manager, the incumbent will advise on and implement the most appropriate technical solution in order to resolve problems effecting the IT operations.

SECTION 6 – ORGANISATIONAL COMMITMENTS

Occupational Health & Safety Aware Employer:

The State Library of Victoria recognises its responsibility to provide and maintain, as far as is practicable, for *all* people who work in the Library or use its resources, an environment that is safe and without risk to health. In order to achieve that objective the Library maintains an OH&S management system that includes policies, procedures and systems of work. In addition all Library employees have been allocated OH&S responsibilities and are held accountable to ensure that the policies, procedures and systems of work are implemented and followed.

Equal Opportunity Employer:

The Library Board of Victoria is an equal opportunity employer and is committed to providing for its employees a work environment that is free of harassment or discrimination. In line with that, the Library is continually reviewing its internal HR policies and practices to ensure a work environment free of discrimination and harassment.