

POSITION DESCRIPTION

SENIOR IT INFRASTRUCTURE ADMINISTRATOR

POSITION DETAILS

POSITION No:		UNIT:	City Information and Technology
EMPLOYMENT STATUS:	Permanent Full-time	LOCATION:	Customer Service Centre
DIVISION:	City Innovation	CLASSIFICATION:	MO Level 4

OBJECTIVES

MISSION STATEMENT

Working together to make Hobart a better place for the community.

DIVISION OBJECTIVE

To deliver measurable operational improvements for the City of Hobart through managing, innovating and optimising the use of contemporary city-wide technology, information, process and portfolio management practices.

POSITION OBJECTIVE

Responsible for operating, troubleshooting and maintaining the Information Technology Infrastructure that is the foundation of the efficient operation of the City of Hobart.

KEY FUNCTIONS AND RESPONSIBILITIES

- Work with other staff across the council to establish Information Technology Infrastructure solutions that support the operation of the Council.
- Ensure IT Infrastructure systems are updated, configured, secured and maintained in line with industry best practice.
- Troubleshoot complex technical issues that affect the operation and availability of the IT Infrastructure.
- Provide technical support to other unit staff to assist them in their day-to-day operation.
- Analyse existing IT Infrastructure and provide recommendations for upgrading and or life cycle replacement in line with budgets, current industry directions and operational requirements.
- Undertake self-development and maintain knowledge of IT Industry advances and identify areas where these advances will provide benefit to the City of Hobart.
- Document processes and procedures to allow other unit staff to perform support and undertake basic troubleshooting of issues affecting IT Infrastructure systems.

- Develop successful professional relationships with third parties that provide support or require the assistance of the Unit.

Work Health & Safety: To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS policies and procedures.

Note: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence and training.

ORGANISATIONAL RELATIONSHIPS

REPORTING RELATIONSHIPS

1. INTERNAL

The Senior Infrastructure Administrator reports directly to the Database Administrator. In the course of operations the role is required to liaise with all levels of employees across Council.

2. EXTERNAL

This role will liaise with contractors and vendors.

SELECTION CRITERIA

1. Degree in Information and Communication Technology or substantial experience working in an IT infrastructure support team providing high quality support to internal and external customers.
2. Significant experience in a similar role in an enterprise environment, with the responsibility of supporting and maintaining Virtual Server Environments and Windows Servers, including lifecycle management, backup, and security.
3. Significant level of technical experience with corporate telecommunications systems, ranging from VoIP telephone systems to mobile devices. This will include management, troubleshooting, procurement, and service billing.
4. Extensive technical experience with a range of corporate IT systems, such as Networks, Data Centres, Windows Desktops, and associated peripherals.
5. Well-developed communication skills, with the ability to gain co-operation and assistance of others within the organisation coupled with the proven ability to interpret technical requirements and successfully communicate them to non-technical staff and turn non-technical requirements into technical solutions.
6. Proven ability to research and prepare quality documentation for system configurations, proposals, project plans and procedures.
7. Current Drivers Licence and Police Check.



City of **HOBART**