Position Description

MISSION

The mission of St Vincent's Institute is to carry out the highest quality laboratory based biomedical research, in order to make discoveries that will improve the health of the community by prevention or better treatment of common diseases that cause premature death or reduced quality of life. The mission is based on the values of excellence, ethics, innovation, creativity, collaboration, teamwork, individual drive, persistence and integrity.

Job Title  Senior Information Technology Support Administrator
Location  Information Technology Unit, St Vincent's Institute
Salary  $70,000 - $75,000, depending on qualifications & experience
Superannuation  Plus Employer Contribution of 9.5%
Salary Packaging  Up to $15,900 FBT (tax) exempt
Reports to  Information Technology Manager
Hours  Full Time - 38 hours per week

MAIN JOB PURPOSE

The Information Technology Unit (ITU) exists to ensure that outcomes of research and administrative activities at SVI are optimised through the effective use of appropriate information systems.

The Information Technology Officer role contributes to the ITU objectives by ensuring that all employees, associates and students of SVI are afforded timely and expert technical support and advice, to ensure that hardware, software and the network are operating to maximum effectiveness. The Information Technology Officer will also be expected to contribute expert knowledge to longer term strategic planning in technology solutions.

KEY RESPONSIBILITIES

CLIENT PC MANAGEMENT

Responsible for the management, support and deployment infrastructure for SVI’s fleet of Macs, PCs and Linux computers.

Measures of performance

• Proficient in client management solutions such as Microsoft Active Directory & System Center for PCs and JAMF's Casper or Munki for Macs.
• Proficient in application packaging and deployment
• Proficient in configuring and deploying printer drivers and configuration to client computers
• Expert in diagnosing and troubleshooting client management issues
SERVER and INFRASTRUCTURE MANAGEMENT

Provide assistance with managing SVI's server and storage, and backup environments and data center infrastructure

Measures of performance

- Expert knowledge of infrastructure services such as DNS/DHCP and network technologies such as IP addressing/Subnets/VLANs/NAT
- Proficient in administering Windows and Linux servers
- Proficient in Cisco or similar network environments
- Proficiency in management of network storage (SAN/NAS) and backup solutions

LEVEL 2 CUSTOMER SUPPORT

Act as an escalation point for level one helpdesk support, providing advanced assistance either to other IT staff or direct to end users where required

Measures of performance:

- Proficient in OS X support and in the use of Windows operating systems and hardware.
- Proficient in supporting desktop Linux
- Application of a systematic diagnostic process to assess common and higher level faults and problems, and demonstrated competence and efficiency in their resolution.
- Display of excellence in attitude and performance towards client service, and meeting service level targets.
- Proactively communicate with end users to ensure expectations are managed and understood.
- Ability to work without close supervision, using initiative and taking responsibility for outcomes.
- Use of appropriate judgement to seek advice and support from IT Manager, as required.
- Adherence to SVI and industry information systems standards in network usage, licensing and related policies.
- Contribute to the ongoing knowledge transfer to other staff members through documentation and training.

CONSULTANCY and ADVICE

To provide education, advice and training to SVI end users in the competent operation of SVI installed hardware and software. Provide sound consultancy advice to Laboratory Heads and Managers on new and emerging information systems tailored to their work. Support the application of information systems to complement various SVI research and administrative activities.

Measures of performance:

- Provision of professional, articulate, accurate and impartial advice.
- Preparation of quality documentation supporting the advice, training or analysis, as required.

AFTER HOURS SUPPORT

- Assist the IT Manager in periodic afterhours server upgrades, as required.
- Provide after hours on-call support when the IT Manager is on leave - remotely manage network and attend at the workplace if and as required.
- Both on-call, any recall to the workplace and after hours server repair will be paid in addition.
PROJECT and EVENTS DEVELOPMENT

Develop and oversee all facets of IT projects and events assigned by the Information Technology Manager.

Measure of Performance:

- Analysis and design of project objectives and events.
- Consultation with key staff and other stakeholders.
- Project progress tracking, management and reporting against defined timelines, deliverables and allocated resources.
- Demonstrate ownership and responsibility for project deliverables and outcome.
- Successful implementation of projects with delivery on agreed outcomes and adherence to project budget and schedule.

TEAM WORK

Make a positive contribution to the ITU and the Unit's work.

Measures of performance:

- Cooperative approach to team members and team projects.
- Shared responsibility for achieving service level targets.
- Active contribution to the Unit's work and knowledge.
- Contribution to the work of others in all areas of SVI.

ASSET MANAGEMENT

Support the ITU in managing existing investments in hardware and software.

Measures of performance:

- Ensure that all hardware is completely asset tracked throughout its life cycle, including relocations and upgrades.
- Ensure that software installation is accompanied by appropriate licensing, recording and tracking systems, in accordance with SVI policy guidelines and licensing agreements.

QUALITY IMPROVEMENT

To assist in the proactive identification of recurrent issues, and recommend measures to prevent recurrence. Research, evaluate, design, implement or test new technologies and initiatives to contribute to SVI current and future development.

Measures of performance:

- Active contributor to team problem solving, policy and planning.
- Continuous service improvement to better meet end user needs, within the realistic capabilities of the Unit.
- As directed, research and source contemporary solutions and products in a dynamic IT
environment, having regard to costs, risks, impact on the business, and provide efficient, accurate, and impartial advice.

LEARNING & PROFESSIONAL DEVELOPMENT

Help to maintain SVI as a progressive leader at the forefront of research technology, and adopt a continuous learning approach in the acquisition of knowledge of innovations in information systems.

Measure of performance:

- Maintain up to date knowledge and skill development through relevant material, conferences, courses, and networking.
- Provide contemporary information to SVI end users in a dynamic and rapidly changing area of technology.
- Further advance formal qualifications and/or further tertiary studies, as appropriate, and in consultation with the IT Manager.

CONFIDENTIALITY & ETHICS

Measure of Performance:

- Utmost trustworthiness and confidentiality with possibly sensitive personal, administrative and research information.
- Practice the ethical use of information systems in accordance with the best interests of SVI staff, students and the organisation.

OCCUPATIONAL HEALTH & SAFETY

SVI has a duty of care to all employees to provide a safe work environment. All employees also have a responsibility for their own safety, and that of fellow workmates, and should not take risks or place themselves or others in a situation of jeopardy. Ensure that the organisation’s information systems and equipment is maintained and operating within SVI’s OH&S guidelines.

Measure of Performance:

- Adherence to SVI Occupational Health & Safety guidelines.
- Common sense approach to work environment and work methods.

EXPERIENCE, KNOWLEDGE & QUALIFICATIONS - ESSENTIAL

- Relevant degree (or equivalent education/training) plus extensive experience in providing IT solutions
- Demonstrated competency in OS X, Windows, and Linux operating systems, applications and hardware
- At least two years experience in an IT support role, with at least one additional year managing servers and client PC management solutions
- Strong technical aptitude and efficiency in resolving a range of IT issues
- Experience of administering both Windows and Linux servers
- Experience of client PC management platforms
- Experience of supporting computers in a Mac network environment
- Experience in supporting network printers, mobile devices & AV equipment
EXPERIENCE, KNOWLEDGE & QUALIFICATIONS – DESIRABLE

- Experience in a professional, science, health or academic environment
- Experience of supporting email systems
- Experience working with a help desk ticketing/incident system
- Experience of supporting computer attached hardware (e.g. Microscopes/Acquisition devices/Medical equipment)
- Experience in supporting desktop Linux
- ITIL certification
- Experience of supporting computers in an enterprise (Cisco) network environment

DESIRABLE ATTRIBUTES

- Strong commitment to IT as an enabler for organisational objectives
- Proactive can-do approach to analyzing and solving problems
- Excellent interpersonal and communication skills, with a client-centred focus
- Demonstrated initiative and ability to work with minimal supervision
- Able to exercise appropriate judgement for advice and support
- Ability to work within a small team and deal with people confidently and cooperatively

I understand and agree to undertake the requirements of the role, as described above:

Incumbent Name................................................Signature........................................... Date.............