Position Description

Network and Systems Administrator

Division	Corporate & Community
Business Unit	Information Communication & Technology
Location	Council Administration Building, Yass
Award Band	Professional/Specialist Band 3, Level 2
Position Number	241002
Salary Grade	Grade 17
Date position description approved	28 July 2022

Council Overview

Yass Valley Council (YVC) is a local government organisation employing over 175 staff and with an annual budget of $50 million. YVC is managed by the Chief Executive Officer and three Directors. This management team ensures the continued delivery of excellent services and optimum infrastructure to residents and visitors. The three Directorates of YVC are Corporate and Community, Planning and Environment and Infrastructure and Assets.

The Corporate & Community Directorate comprises of Community & Engagement, Information & Communication Technology, People & Safety, Governance & Risk, and Finance. The role of Network & Systems Administrator is located within the Information & Communication Technology business unit.

Council Vision

"To build and maintain sustainable communities while retaining the region's natural beauty".

Council Values

Primary Purpose of the Position

Provides day to day operational support and management of the cloud, desktop, server, storage, email, database and communication environments to maintain confidentiality, integrity, and availability of the systems. Assists in all areas of Information Technology related to the acquisition, installation, maintenance, problem diagnosis and training of information systems.

Key Accountabilities

Within the area of responsibility, this role is required to:
- Ensure timely responses to Service Desk incidents and requests.
- Maintain and administer the IT environment including cloud services, servers (physical and virtual), desktops, file storage, enterprise email and databases.
- Maintain and manage all areas of Cyber Security for the councils network.
- Maintain and support the LAN and WAN communications environment including switches, routers and firewalls.
- Monitor data backups and maintain disaster recovery systems.
- Add, remove and update user accounts on the network and in associated business systems.
- Research and recommend system upgrades and enhancements.
- Develop documentation such as procedures, policies and user guides.
- Participate in a rotating on-call service with other ICT staff

Organisational Accountabilities

Code of Conduct: Comply with the minimum standards of conduct expected of employees as set out in Council's Code of Conduct.

Customer Service: Present a positive image of Council and provide an effective service to Council customers, the community and internal customers.

Equal Employment Opportunity: Promote a workplace free from discrimination and harassment by treating all colleagues and customers with respect and professionalism without regard to background or irrelevant personal characteristics.

Policies and Procedures: Comply with all Council's policies, procedures and guidelines.

Workplace Health and Safety: Take reasonable care for the health and safety of self and others. Comply with any reasonable instructions, policies and procedures given by Council.

Key Challenges

- Influencing change and service standards across Council operations.
- Ensuring technology costs are optimised.

Key Internal Relationships

Who	Why
Managers and supervisors	Provision of guidance, information and support in relation to IT related services.
Employees	Exchange of information and provision of guidance on IT related matters.

Key External Relationships

Who	Why
Contractors	Manage Contracts

Key Dimensions

Decision making

The incumbent has the authority to take any reasonable steps to ensure the achievement of agreed objectives set out in the relevant business plan. The role may have delegations from the Chief Executive Officer as set out in an instrument of delegation. All decisions must be in accordance with legislation and Council policies and procedures. Decisions should also be consistent with the objectives of Council's strategies and plans.

All staff have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed and implemented.

Reports to

Manager Information and Communication Technology

Essential Requirements

- A relevant degree in Information Technology with at least 5 years' experience working in an operational ICT role supporting Microsoft Server and virtualisation technologies.
- Experience working on an ICT Service Desk.
- Demonstrated ability to communicate effectively with a range of people with diverse ICT skills.
- Demonstrated organisational, time management and prioritisation skills, with a proven track record of working effectively under pressure to meet deadlines.
- Exposure to, and the ability to acquire ICT Industry qualifications relevant to technologies used by Council.
- Willingness to work out-of-hours when required.
- A current class "C" driver's licence.

Desirable Requirements

- Experience and/or industry certifications in cloud computing such as Azure, AWS, and GCP
- Current certification in ITILv4

Approval History

Stage	Date	Comment	MagiQ Reference
Reviewed	28 July 2022	Convert to LGCF format	7962

Ownership and Approval

Responsibility	Role
Author	Manager Information Communication & Technology
Approver	Director Corporate & Community