



# Archdiocese of Hobart

## Position Description, Network and Systems Administrator

Program:	ICT Services
Location:	New Town based with travel throughout Tasmania
Reports To:	ICT Manager
Approved by:	Executive Director Administration and Finance, Archdiocese of Hobart
Version:	June 2023
Full Time Equivalent:	1 x FTE
Clearances Required	Working with Vulnerable People registration (Tasmania); National Police Criminal History Check

### Context:

The Archdiocese of Hobart ('the Archdiocese') is the expression of the Catholic Church in Tasmania. The Church Office is managed by the Executive Director and administers corporate services to parishes and Archdiocesan agencies such as CatholicCare Tasmania, Centacare Evolve Housing, St Joseph Affordable Homes, and Catholic Development Fund. Corporate support includes Financial Services, Property and Fleet management, Marketing and Communications, ICT Services, Compliance, and Risk, and People and Culture.

### Organisational Environment:

ICT Services is responsible for the effective delivery of ICT systems, operations, security, infrastructure, and client services for all end-users within the Archdiocese of Hobart across Tasmania. This includes employees of the Archdiocese of Hobart, CatholicCare Tasmania, Centacare Evolve Housing, Parishes, and St Joseph Affordable Housing.

ICT Services are based in Hobart and support operations and staff across Tasmania. ICT employees use a variety of technical equipment and resources including specialised software and databases. Intra-state travel to offices around the state will be required on a scheduled or as-needed basis and may mean being away for periods of up to 3-5 days at a time.

### Primary Objectives:

The ICT Network and Systems administrator report to the ICT Manager, utilising their effective communication skills, with the ability to prioritise and organise work and advise of innovations within areas of responsibility.

The Network and Systems Administrator is responsible for the operations, security, maintenance, and improvements of ICT infrastructure and servers across the Archdiocese of Hobart.

This role will provision, maintain, and administer network infrastructure and server systems that contribute to the overall effective management and development of efficient ICT systems state-wide.

Work outside of core hours will be required for system maintenance or other ICT-related work. Some manual handling will be required.

## Major Accountabilities:

### Key Responsibilities

Actively contribute to the establishment and maintenance of ICT operations to support the administration and service delivery needs of the Archdiocese and its entities by:

- Implement best-practice configurations, efficiencies for the delivery of operations, administration, and maintenance of cloud, virtual, Data Centre, remote and multisite environments.
- Design and install secure network infrastructure, including data, servers, routers, switches, and other networking and IOT hardware.
- Ensure reliable and secure network connectivity of all servers, workstations, telephony equipment, and other network appliances and participate in maintaining network security solutions.
- Actively monitor network and server systems and remediate system vulnerabilities and security issues identified.
- Manage maintenance and lifecycle of infrastructure and systems.
- Assist in the development and administration of servers including, Exchange, SQL databases and business applications.
- Assisting with planning, development, and implementation of disaster recovery readiness and contingency plans
- Develop, maintain, and document technical knowledge of all systems and services to provide superior support, business continuity, and disaster recovery.
- Advice and participate in technology teams/projects developing, configuring, and deployment of technology solutions.
- Provide expert advice to the ICT Manager on network and system, technologies, operations, performance, or recommendations.

### Compliance requirements of quality control activities:

- Document phases of system development including planning prior to undertaking a project or system testing; issues during implementation; configuration, deployment, and review of system performance after deployment
- Perform operations, maintenance, and troubleshooting, taking a proactive approach to identify recurring problems and report these to the ICT Manager
- Record all work to a set standard within relevant systems and within appropriate service agreements.
- Responsible for the accurate recording of documentation regarding configuration, testing, and support logs and ensuring timely response to clients.
- Support of ITILv3 Framework principles and adoption of processes
- Regularly report and communicate with the ICT Manager regarding key issues and project progress.

### Personal accountability level:

- Works under general direction.
- Strong analytical problem solving, creative thinking, and organisational skills.
- Friendly, professional customer service and support to all stakeholders
- Well organised and self-motivated
- Proactive approach to personal and professional development
- Promote and uphold the Identity and Mission of the Archdiocese of Hobart.
- Effectively model Archdiocese of Hobart values to colleagues, clients, and others.
- Uphold the Archdiocese of Hobart Workplace Behaviour Policy and professional standards in accordance with Integrity in the Service of the Church
- Adhere to Work Health and Safety (WHS) standards for a safe workplace; and follow all reasonable WHS directions provided in the completion of work.

The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications, and experience normally expected from persons occupying jobs at this classification level.

## Risk and Work Health & Safety:

The Archdiocese is committed to ensuring that our operations at all Agencies are conducted with proper regard for the health, safety, and wellbeing of all.

You are required to observe safe work practices in accordance with training and instruction given and report any risk to your immediate supervisor. Risks arising in the workplace may be financial, site, task, or person-specific or related to safety.

All employees of the Archdiocese of Hobart will conduct themselves responsibly with proper respect for established rules and procedures and they will consistently perform their jobs with proper regard for the health and safety of others.

The Archdiocese of Hobart expects all employees to participate in and contribute to Work Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, our community, employees and visitors.

# Selection Criteria

## Essential requirements

- 1 Commitment to the identity and mission of the Archdiocese of Hobart; and a broad understanding of the operation of the Catholic Church in Tasmania
- 2 Essential background:
  - a. Relevant Tertiary Qualification in Computer Science, Information Technology, or demonstrated relevant work experience.
  - b. Minimum 5 years of demonstrable experience in implementing and administering network, system, and infrastructures for on-premises and Azure Hybrid Cloud environments
  - c. Proficient scripting and automation skills
  - d. Strong technical knowledge of networking systems eg Aruba, Fortinet, Palo Alto, Sophos.
  - e. Thorough working knowledge of Windows and Linux server systems.
  - f. Demonstrated technical background in ICT systems analysis, management, and diagnostics across various environments.
  - g. Demonstrated written skills in the provision of technical documentation.
  - h. Relevant IT technical certifications e.g. Networking, Microsoft/Azure Certifications.
  - i. Permanent work rights for Australia
  - j. Current Australian Driver's License
- 3 Excellent written and verbal communications skills
- 4 Proven ability to think logically and analytically in a troubleshooting and problem-solving environment.
- 5 Ability and willingness to undertake the relevant employee screening processes, including the provision of a National Police Criminal History, check satisfactory to the Archdiocese of Hobart and registration to Work with Vulnerable People (Tasmania).