

Position Description

Position title	Junior Systems Administrator & Data Analyst
Position ID	JD053
Classification	M2
Discipline	GIS & IT
Hours	Full time & limited out of hours support
Direct reports	Nil
Reports to	IT & GIS Manager
Location	Parramatta NSW
Position purpose	The role involves working with the IT and GIS Manager across all areas of IT at Niche to perform system configuration, IT administration and maintenance, IT support and training for the business, and develop automated reporting systems for the business.

Key Result Areas (KRA's)

Strategic areas where positive results must be achieved for Niche to achieve its strategic goals

KRA	Measure and Expectation
System Administration	<ul style="list-style-type: none"> • Upgrade systems and processes to meet business needs and maintain or enhance security • Develop and document IT process • Develop and maintain security, backup, and redundancy strategies • Evaluate software and hardware solutions where necessary • Administrate and configure infrastructure, including but not limited to Microsoft 365, Exchange Online, SharePoint Online, firewalls, databases, malware protection software and the deployment of software • Implement and maintain monitoring processes for systems and infrastructure • Develop, maintain and perform operational procedures and ensure operational tasks are performed consistently • Proactively ensure the highest levels of systems and infrastructure availability • Maintenance of IT in regional offices, occasional travel may be required

IT Support	<ul style="list-style-type: none"> • Establish, maintain and monitor IT support systems • Configure, test, deploy and train users in new software and hardware systems • Manage the configuration and operation of client-based computer operating systems • Provide 1st, 2nd and 3rd level technical support for both hardware and software issues ensuring customer satisfaction • Liaise with vendors and other IT personnel for problem resolution • Provide limited out of business hours support for critical issues based on an agreed schedule • Write and maintain custom scripts to increase system efficiency and lower the human intervention time on tasks • Collect data, analyse and deploy the information to dashboards or reports • Maintain an organised IT knowledge base for the IT team • Azure Administration • Laptop/desktop support experience • Power BI, API, PowerShell, SQL
Data Analysis and Reporting	<p>Write and maintain custom scripts to increase system efficiency and lower the human intervention time on tasks</p> <p>Collect data, analyse and deploy the information to dashboards or reports</p> <p>Maintain an organised IT knowledge base for the IT team</p>
Financial	<p>Responsible for adhering to team and project budgets</p> <p>Ensure business related expenses are in accordance with policy, limits of authority and project budgets</p>
Health Safety and Environment	<p>Lead by example to promote a proactive safety culture</p> <p>Play an active role in your safety and the safety of others around you</p> <p>Ensure that all work is carried out with compliance to workplace health and safety laws, regulations, policies and procedures. Risks are to be identified and reported</p> <p>Respond to any HSE incidents as per the incident procedure and report them to your manager and the HSE coordinator, as per the HSE manual</p> <p>Respond to any environmental risks as appropriate through the SWMS process and advise management and the HSE coordinator accordingly</p> <p>Participate in HSE consultation and training initiatives</p>
Competency Profile	
Competency	Description
Collaborative	<p>Works well with others to achieve team goals</p> <p>Shares opinion/experience/ knowledge with others and in turn, listens to the values and opinions of others</p> <p>Consults with colleagues and seeks their input in problem solving /decision making</p>

	Keep senior colleagues/ team leader informed of progress/issues encountered
Communication	<p>Listens to others</p> <p>Expresses thoughts and ideas effectively</p> <p>Conveys information clearly, concisely and logically in both verbal and written</p> <p>Checks for understanding to ensure mutual understanding of others</p>
Problem solving	<p>Seeks all relevant information for problem solving</p> <p>Willing to seek input from others and share own ideas to achieve best outcomes</p>
Innovative	<p>Draws on a range of information sources to identify new ways of doing things</p> <p>Challenges the status quo by continuously reviewing the established ways of doing things</p>
Resilience	<p>Perseveres to achieve goals, even in the face of obstacles</p> <p>Understands setbacks and disappointments</p> <p>Remains calm and in control under pressure</p> <p>Accepts constructive criticism in an objective manner</p>
Professionalism	<p>Demonstrates professional and respectful behaviours that reflect organisational expectations</p> <p>Behaves ethically and accepts responsibility for own actions</p> <p>Responds to others with courtesy and respect, is open and honest</p>
Cultural awareness and support of diversity	<p>Treats others fairly</p> <p>Treats all people with respect and values diverse perspectives</p> <p>Participates in a supportive work environment for the diverse and multicultural workforce</p> <p>Recognizes differences as opportunities to learn and gain by working together</p>
Qualifications and Experience	
Education	<p>Essential:</p> <p>Degree/undergraduate degree or postgraduate qualification, preferably with a major in IT or another similar subject</p> <p>Desirable:</p> <p>Network engineering skills including router configuration and VPNs</p> <p>Comms experience</p> <p>Mac computer administration experience</p> <p>First Aid Certificate or willingness to obtain</p> <p>Ability to work effectively with a diverse group of individuals</p>
Experience	Years of experience:

	<p>5+ years' progressive experience in IT support or administration role</p> <p>Areas of work experience:</p> <p>Experience supporting mission critical systems</p> <p>Office 365 and Azure Administration experience including SharePoint and exchange</p> <p>Helpdesk support</p> <p>Data analysis and reporting experience</p> <p>Strong technical, reporting and communication skills</p> <p>Demonstrated ability to prioritise and manage multiple tasks with the ability to meet deadlines</p> <p>Professional:</p> <p>Actively involved in relevant industry events and associations</p> <p>Maintain a network of industry peers</p>
Attachments	
Key Performance Indicators	The table attached defines observable indicators as quantifiable metrics to track progress and success

The employee's signature confirms that the position holder and team leader / manager have read the above position description and are satisfied that it accurately describes the position.

Employee Name	
Date	
Signature	

Reviewed by	Amendments	Document Approved By	Date
	Created	Kelly Byrne, HR Manager Ash Parker IT & GIS Manager	05/07/2019