

## Position Description

<b>Position title</b>	IT Administrator
<b>Position ID</b>	JD063
<b>Classification</b>	M1
<b>Discipline</b>	GIS & IT
<b>Hours</b>	Full time & limited out of hours support
<b>Direct reports</b>	Nil
<b>Reports to</b>	IT & GIS Manager
<b>Location</b>	Parramatta NSW
<b>Position purpose</b>	The role involves working with the IT and GIS Manager across all areas of IT at Niche to provide IT support, system configuration, IT administration and maintenance for the business
<b>Key Result Areas (KRA's)</b>	
Strategic areas where positive results must be achieved for Niche to achieve its strategic goals	
<b>KRA</b>	<b>Measure and Expectation</b>
<b>IT Administration</b>	<ul style="list-style-type: none"> <li>• Administrate and configure infrastructure, including but not limited to Office 365 administration, Azure administration, Exchange Online, SharePoint Online, OneDrive, Teams, Microsoft Office and Powershell.</li> <li>• User account management and licencing</li> <li>• Develop, maintain and perform operational procedures and ensure operational tasks are performed consistently</li> <li>• Proactively ensure the highest levels of systems and infrastructure availability</li> <li>• Upgrade systems and processes to meet business needs and maintain or enhance security</li> <li>• Evaluate software and hardware solutions</li> <li>• Implement and maintain monitoring processes for systems and infrastructure</li> <li>• Maintenance of IT in regional offices, occasional travel may be required</li> </ul>
<b>IT Support</b>	<ul style="list-style-type: none"> <li>• Maintain and monitor IT support systems</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide technical support for both hardware and software issues ensuring customer satisfaction</li> <li>• Configure, test, deploy and train users in new software and hardware systems</li> <li>• Build and configure PC and mobile endpoints for users</li> <li>• Liaise with vendors and other IT personnel for problem resolution</li> <li>• Provide limited out of business hours support for critical issues based on an agreed schedule</li> <li>• Write and maintain custom scripts to increase system efficiency and lower the human intervention time on tasks</li> <li>• Collect data, analyse and deploy the information to dashboards or reports</li> <li>• Maintain an organised IT knowledge base for the IT team</li> </ul>
<b>Financial</b>	<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>
<b>Health Safety and Environment</b>	<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>
<b>Competency Profile</b>	
<b>Competency</b>	<b>Description</b>
<b>Collaborative</b>	<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> <p>Keep senior colleagues/ team leader informed of progress/issues encountered</p>
<b>Communication</b>	<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>
<b>Problem solving</b>	<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>

<b>Innovative</b>	<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>
<b>Resilience</b>	<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>
<b>Professionalism</b>	<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>
<b>Cultural awareness and support of diversity</b>	<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>
<b>Qualifications and Experience</b>	
<b>Education</b>	<p><b>Essential:</b></p> <p>Degree/undergraduate degree or postgraduate qualification, preferably with a major in IT or another similar subject</p> <p><b>Desirable:</b></p> <p>Azure, Microsoft 365 or Intune certifications</p> <p>First Aid Certificate or willingness to obtain</p> <p>Ability to work effectively with a diverse group of individuals</p>
<b>Experience</b>	<p><b>Years of experience:</b></p> <p>5+ years' progressive experience in IT support and administration roles</p> <p><b>Areas of work experience:</b></p> <p>Experience supporting mission critical systems</p> <p>Helpdesk support</p> <p>Office 365 and Azure Administration experience including SharePoint and Exchange</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><b>Professional:</b></p> <p>Maintain a network of industry peers</p> <p><b>Desirable:</b></p> <p>Apple Mac computer administration experience</p>

	<p>Comms experience</p> <p>Data analysis and reporting experience</p> <p>Actively involved in relevant industry events and associations</p>
<b>Attachments</b>	
<b>Key Performance Indicators</b>	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.

<b>Employee Name</b>	
<b>Date</b>	
<b>Signature</b>	

Reviewed by	Amendments	Document Approved By	Date
	Created	Kelly Byrne, HR Manager Ash Parker IT & GIS Manager	07/04/2020