

Position Description – Systems Administrator

Core Detail

Title	Systems Administrator
Role	The role focusses on the day-to-day operations and project delivery of cloud, infrastructure, business applications, databases and server systems. System administration tasks may be completed as an individual or working with the wider Information Services team.

Position Parameters

Employment	Full time, permanent
Reporting to	Chief Information Officer
Location	TriCare Head Office

Detailed Description of the Position

Systems Administration	<ul style="list-style-type: none"> • Install, maintain, upgrade, patch and support: <ul style="list-style-type: none"> ○ Server software (e.g., Windows, Citrix XenApp 7.x) ○ Software as a Service (e.g., Office 365) ○ Infrastructure as a Service (e.g., Azure) ○ Platform as a Service (e.g., Azure Backup) ○ Technical components of Business Applications (e.g., ERP, Payroll, Rostering) • Backup process of data and configuration specifics of all information technology solutions. • Monitor IT systems and devices using management tools to ensure proactive network/server/application management ensure high levels of performance, availability and security. • Identify and resolve system outage/performance issues. • Document systems changes, support issues and create as-built documentation relating to new systems. • Liaise with external support personnel where necessary.
Level 3 Support	<ul style="list-style-type: none"> • Provide assistance and support to all technical issues – assisting others in the team where necessary. • Impart knowledge to the Service Desk with recurring issues. • Investigate and document problems and solution procedures. • Liaise with third party support vendors to escalate incidents and problems.

Skills and Knowledge

- Windows Server Operating Systems – 2016, 2019
- Microsoft Desktop software - Windows 10, Office suite of products (2016, 365)
- Windows Server Software – Active Directory, IIS, Group Policy, Certificate Management
- Microsoft SQL Server - Ability to administer and manage SQL Server (desirable)
- Microsoft Azure provisioning and tenancy administration
- Microsoft Azure and 365 tenancy administration (Azure Active Directory, SharePoint Online, Exchange Online, Intune)
- Citrix XenApp (7.x), Netscaler, FSLogix
- Technical support knowledge of business applications (beneficial)
- Understanding of networking technologies
- Ability to liaise with people of different IT levels of experience
- Powershell scripting and other automation techniques
- Security applications (Windows Firewall, secure web gateways, email filtering, antivirus)

Personal/Other Attributes

- Excellent communication skills
- Be an effective contributor in a team environment
- Self-motivated with keen attention to detail
- Discretion and confidentiality
- Flexible attitude to working hours
- Ability to work under pressure to meet deadlines
- Ability to analyse system data and logs and take appropriate actions
- Problem solving skills
- Willingness to keep abreast with industry developments

Experience

- Minimum of 3 years' experience in a technology support role
- Eligible for a Police Clearance Certificate
- Microsoft certifications or other industry qualifications desirable
- Relevant tertiary qualifications in Information Technology desirable

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

Performance Measures

Annual Improvement Review.