

<b>Position Title</b> IT Systems Administrator - Applications	<b>Business Area</b> Corporate Services
<b>Position Description Id.</b>	<b>Functional Unit</b> IT Services

## Reporting relationships

Reports to:	<b>Manager, IT Services</b>
Direct reports:	<b>Nil</b>

## Context

### Our Purpose

Scitech's purpose is to inspire engagement by all Western Australians in science, technology, engineering and mathematics.

### Our Values

**Passion** - We are passionate about Scitech and our purpose. This passion is the energy that inspires our excellence.

**Respect** - We are honest, respectful and look out for each other's well-being. We foster a supportive community by being open-minded and welcoming of people of all ages, genders, abilities, and cultural backgrounds.

**Innovation** - We encourage innovation and creativity. We learn and grow by working together.

**Fun** - We share the fun we have at work by including each other and the community, engaging our own curiosity and encouraging it in others.

**Sustainability** - We minimise our environmental footprint, responsibly using our responsibility using our resources and energy.

### Our context

As a not-for-profit organisation, we're reliant on the generosity of our government, education, corporate and community partners. Because of their long-term investment and support, we're able to do more, reach further, engage minds, inspire imaginations and enable STEM long into the future.

## Primary purpose of the role

The Corporate Services portfolio is responsible for providing efficient and effective financial and corporate support services to Scitech's business.

The **IT Systems Administrator - Applications** is responsible for the full lifecycle of Scitech's business applications, including installation, configuration, deployments, integrations, and day-to-day tasks ensuring IT applications and cloud services are organised, managed, and maintained to provide security, stability and continuity of service.

The aim of this hands-on role is to support the IT Services team to provide internal and external customers a quality service that aligns to the organisation's goals.

It is expected that, as with all Scitech staff, that this position adopts agile work practices, with a customer centric and future-oriented focus on best practice and digital solutions, and actively creates and maintains a healthy and safe workplace.

## Summary of key accountabilities, challenges and relationships

### Key accountabilities

- Support outsourced IT Application and Cloud service providers in line with their service level agreements.
- Coordinate and maintain user permissions and security access to ensure confidentiality and security of information and data throughout IT systems and servers (includes processing user changes).
- Administer, configure, troubleshoot and resolve IT Application and Cloud issues with users or with vendors.
- Assist in coordinating helpdesk issues or escalations as required
- Coordinate and lead platform/application upgrades
- Manage environments, ensuring representative environments are in place, remain patched/upgraded/maintained and ensure all required security measures are compliant
- Ensure appropriate documentation is in place, as required, covering requirements (functional and non-functional), design specifications, system/user acceptance testing scripts and evidence, etc
- Contribute to both application and infrastructure improvement initiatives and projects
- Administer and liaise with appropriate support vendors for core Scitech Business Systems and applications
- Coordinate provisioning and management of software licences for applications.
- Assist the Digital Product Team in implementing new applications and solutions to address business requirements and ensure they are transitioned effectively from Project to BAU operations.
- Provide innovation and technical expertise in the maintenance of existing systems, and development and implementation of new systems and solutions.
- Maintain IT registers such as software and device tracking to ensure Scitech operates an up-to-date application register.
- Support and manage Microsoft 365 suite of applications
- Provide infrastructure support on an ad hoc basis when necessary

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<ul style="list-style-type: none"> <li>Undertake other duties as directed from time to time</li> </ul>
<b>Key challenges</b> <ul style="list-style-type: none"> <li>Internal contact point for key business applications and cloud services to ensure delivery of effective IT Support within defined SLA</li> <li>Management of customer expectations</li> <li>Effective management of conflicting priorities</li> </ul>
<b>Key relationships</b> <ul style="list-style-type: none"> <li>Subject Matter Experts (SME) &amp; Internal staff</li> <li>External vendors, partners and contractors</li> </ul>

<b>Capabilities and behavioural indicators</b>	<b>Essential or Desirable</b>
<i>The following selection criteria are to be read in the context of the key accountabilities, challenges and relationships of this position.</i>	
<b>Role specific</b> <i>and undertakes other duties as directed</i> Experience in an application support role including cloud services with exposure to CRM/ERP systems Proven industry experience supporting business systems/tools and troubleshooting IT issues Basic understanding and experience of Public Cloud (Azure) and security technologies and standards Ability to capture, write and develop clear and detailed system documentation and user manuals Previous experience in Business Analysis engagements	E E D E D
<b>Personal attributes</b> Continuously displays dedication to personal integrity, accountability, flexibility and collaboration.	E
<b>Team and self</b> Demonstrated discipline and professional approach to technical support Demonstrated capability to use initiative and organisational skills, work independently, proactively and constructively participate in a team environment and prioritise information and tasks to manage time effectively and meet deadlines.	E E
<b>Communication</b> Highly developed written and verbal communication skills as well as excellent interpersonal skills including the ability to build positive working relationships with customers and staff at all levels on a range of topics in a consultative role.	E
<b>Technology</b> Extensive experience and knowledge in Business Systems Microsoft 365 suite. Extensive knowledge and experience in Application end to end lifecycle management, conception to retirement Skills across a breadth of digital tools, such as CRMs, ERPs, Visualisation Reporting, and Atlassian Suite MS Dynamics experiences highly regarded. Experience in managing and supporting Cloud Services with 3 <sup>rd</sup> Party Vendors. Knowledge of SQL Server administration (DBA) Working knowledge of On-Prem AD / Azure AD	E E E D D D
<b>Qualifications and licences</b> Formal qualifications in a relevant discipline, preferably IT, computing or business Minimum 3-5 years demonstrated experience in ICT operations or systems administration Project Management Training/Experience Working with Children Check <i>or ability to obtain one</i> National Police Clearance <i>or ability to obtain one</i>	D E D E E

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