TORRES STRAIT ISLAND REGIONAL COUNCIL

POSITION DESCRIPTION

Organisation:	Torres Strait Island Regional Council
Position Title:	Desktop & Systems Administrator
Position Classification:	Level 5
Instrument:	Torres Strait Island Regional Council Certified Agreement
QLD Local Government Industry Stream:	Stream A – Administrative, Technical, Community Service, Supervisory and Managerial Services
Directorate:	Corporate Services

PRIMARY PURPOSE

We are much more than a Council. Our work impacts the lives of the Community we serve in a profound way through the range of services we offer, as a major employer and a vital link in the infrastructure that supports the community. We respect *Ailan Kastom* and what it has to teach us to help culture and communities to thrive. We recognise that each community is not the same with unique language and cultural differences.

POSITION OBJECTIVE

The Desktop and System Administrator plays a critical role in ensuring the availability, performance, and security of all Information Technology and Communications systems within the Torres Strait Island Regional Council (TSIRC). This role supports staff across a broad geographic area, providing efficient and effective IT solutions to enhance business activities. The position involves both strategic oversight and hands-on administration, including application development and maintenance, ensuring that the Council's IT infrastructure is robust, secure, and optimally performing.

KEY RESPONSIBILITIES

Information Technology

- **System Management:** Oversee the setup, testing, delivery, and installation of desktop and laptop computers, including peripherals, across Cairns and the Torres Strait region, ensuring compliance with department standards and timeframes.

- **Application and Network Support:** Administer and support VMware/vCenter, Technology One, Microsoft 365 suite, Exchange Online, SharePoint Online, and hybrid On-Prem and Azure Active Directory environments.

- **Client Support:** Provide local and remote support to resolve PC and peripheral issues, ensuring prompt resolution within set timeframes and providing regular updates on progress.

- **Asset Management:** Maintain asset and equipment registers and ensure standardisation of hardware and software across all desktop and peripheral infrastructure.

- **Operational Compliance:** Adhere to operational procedures, standards, and processes defined by Information Services, ensuring all corporate information is correctly captured within Council's business systems.

- **Mobile Device Management:** Implement and manage Mobile Device Management (MDM) systems.

- **Application Development:** Develop, test, and maintain new and existing bespoke applications to improve the network and systems performance.

- **System Integrity:** Create and maintain automated system tasks, PowerShell scripts, and applications to ensure high system performance and data integrity.
- **Process Improvement**: Analyse and enhance existing business processes, writing new procedures and guides as necessary.
- **Disaster Recovery:** Review and verify Disaster Recovery solutions and the integrity of daily and weekly backups.
- **Network Maintenance:** Maintain detailed network schematics of the TSIRC WAN and its devices and manage network cabling and data port repairs.

General

- **Training:** Provide training related to IT including Cyber Security and the use of Council's IT systems and hardware.
- **Special Projects:** Participate in special projects and other duties as required.
- **Team Contribution:** Model positive organisational culture, maintain productive working relationships, and support team initiatives.

CAPABILITIES, SKILLS & EXPERIENCE

1) Consistently demonstrates behaviours that reflect Council's values of One, Respect, Accountability, Courage and Resilience with all stakeholders.

2) Degree in Information Technology and/or significant experience in a large IT environment.

3) Extensive knowledge and hands on experience with Active Directory (both on-Premises and Azure AD); PowerShell scripting; Microsoft 365 suite administration; Exchange Online and SharePoint Online administration; SQL, VMware, vCenter and Veeam administration; and, TCP/IP, network architecture & administration and IT security.

4) Strong understanding and implementation of backup strategies, and proficient in managing Cisco Meraki switches and Wireless Aps.

5) Experience with Technology One and knowledge of Adapt S1 and satellite connectivity solutions would be an advantage.

6) An open Registration Cabling Licence and ITIL Certification would be an advantage.

7) High-level problem-solving skills in complex IT environments with an ability to establish priorities and manage workflow with competing priorities.

8) Strong customer focus with ability to provide training and support in the use of IT systems and hardware.

9) Current open Qld Drivers licence

OTHER CONDITIONS/REQUIREMENTS

- Frequent travel including throughout the Torres Strait Islands is a requirement of this position.
- TSIRC employees may be required to have immunisations as a control measure against infectious disease if there is a requirement to travel.
- The employee shall comply with relevant Workplace Health and Safety legislation, Codes of Practice and Council's Workplace Health and Safety Management System.

- A basic knowledge and understanding of languages specific to the Torres Strait including Meriam Mer, Kala Lagaw Ya, and Creole would be highly desirable.

- The employee is expected to carry out their duties in accordance with the relevant legislation and Council policies including but not limited to:

  a) anti-discrimination
  b) equal employment opportunity
  c) confidentiality
  d) local government principles
  e) *Ailan Kastom*
  f) Council's Vision and Values listed on the next page.

OUR VISION & VALUES

" For our Community and Council to be Autonomous, Prosperous and Sustainable "

Value & Value Statement	Desired Behaviours
ONE We are **one team** who achieves **together**.	• We show care for people and look out for each other. • We speak up and support others to be safe and healthy. • We respectfully address behaviours that conflict with Council's values. • We create positive unity within our organisation, our communities and our region.
RESPECT We have **respect** for each other and the **communities** we serve.	• We respect and recognise Ailan Kastom. • We are open and collaborative, valuing clear community engagement. • We recognise and respect diversity, individual needs, experience and strengths.
ACCOUNTABILITY We are **accountable** and responsive to our **communities**.	• We take pride in our work and pursue a standard of service excellence, doing more with less. • We consistently strive for transparency and good governance to the benefit of public interest. • We are reliable, honest and ethical in all we do.
COURAGE We are **courageous** leaders, who think **innovatively**.	• We encourage, value and reward creative thinking. • We respect and explore different ideas and perspectives. • We embrace change and actively promote Council's vision.
RESILIENCE We are builders of a **sustainable** and **resilient** region.	• We actively seek opportunities to continuously improve and bring growth to our region. • We think globally, act regionally. • We empower our people and communities; embracing local opportunity and participation.