



# TORRES STRAIT ISLAND REGIONAL COUNCIL

## POSITION DESCRIPTION

<b>Organisation:</b>	Torres Strait Island Regional Council
<b>Position Title:</b>	Desktop & Systems Administrator
<b>Position Classification:</b>	Level 5
<b>Instrument:</b>	Torres Strait Island Regional Council Certified Agreement 2024
<b>QLD Local Government Industry Stream:</b>	Stream A
<b>Directorate:</b>	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 Systems Administrator is responsible for ensuring the availability, security, and performance of the organisation's ICT infrastructure. The role administers and supports desktop systems, servers, networks, mobile devices, Active Directory, and cybersecurity services, delivering reliable technology solutions that support business operations and continuity.

### KEY RESPONSIBILITIES

- Oversee the availability of all Information Technology and Communications systems.
- Strategically monitor system performance, bandwidth utilisation and data integrity, backup processes and IT security controls, providing recommendations and implementing improvements to maintain and enhance organisational capability.
- Support business operations by providing efficient, effective, and timely Information Technology solutions and technical assistance to staff across a wide geographic.
- Monitoring of alerts and suspicious network activities and cyber security as a whole.
- Application development and maintenance.

### Information Technology

- Support the setup, test, delivery, and installation of desktop and laptop computers and peripherals at all applicable offices and work sites across Cairns and the Torres Strait region in line with department standards and timeframes.
- Support VMware/vCenter, Technology One & Microsoft 365 suite of applications, Exchange Online, SharePoint Online and hybrid On-Prem and Azure Active Directory administration.
- Provide local and remote client support to resolve PC and peripheral (such as laptops, tablets, mobile phones etc) issues in a professional manner within identified timeframes and provide regular progress reports.
- Maintain asset and equipment registers as required.

- Ensure corporate standardisation of hardware and software is maintained in the set-up of all desktop and peripheral infrastructure.
- Adhere to operational procedures and standards pertaining to desktop installations and support.
- Adhere to processes and provide support as defined by Information Services.
- Ensure all corporate information is captured within Council's business systems adhering to recordkeeping policies and procedures.
- Mobile Device Management (MDM) implementation and administration.
- Develop, test, and maintain new and existing bespoke applications to improve the TSIRC network, its systems and existing applications.
- Create new and ensure automated system tasks, PowerShell scripts and applications are functioning correctly to maintain a high level of system performance and integrity.
- Analysis and improvement of existing business processes and procedures and writing new procedures and how-to guides when required.
- Review Disaster Recovery solutions.
- Review and verify the integrity of daily and weekly backups.
- Maintain network schematics of TSIRC WAN and its devices.
- Repair/replace network cabling and data ports.

### **General**

- Participate in special projects and perform any other duties as required.
- Model a positive culture by living the organisational values through actions and behaviours.
- Maintain and/or extend knowledge and skill base required for effective performance.
- Maintain productive working relationships and provide team support.

## **CAPABILITIES, SKILLS & EXPERIENCE**

- 1) Consistently demonstrates behaviours that reflect Council's values of One, Respect, Accountability, Courage and Resilience with all stakeholders.
- 2) Minimum 3-5 years' experience supporting a large IT environment and/or possession of a degree qualification in Information Technology.

### **Essential**

- 3) Good knowledge of Cisco Meraki switches and Wireless AP's.
- 4) Extensive knowledge of the following are required:
  - Active Directory, (both On-Premises and Azure AD)
  - PowerShell scripting
  - Microsoft 365 suite administration
  - A solid knowledge of cyber security best practice and implementation
  - Exchange Online administration
  - SharePoint Online administration
  - VMware and vCentre administration
  - Veeam administration
  - TCP/IP, network architecture and administration
  - IT Security

- A sound knowledge of networking switches, hardware such as PC's, laptops, and other mobile devices such as mobile phones and tablets etc

### **Desirable**

5. Experience supporting Technology One (Techone) or similar Enterprise Systems.
6. Knowledge of Adapt S1 and satellite connectivity solutions.
7. Open Registration Cabling Licence
8. ITIL Certification

### **OTHER CONDITIONS/REQUIREMENTS**

- Occasional travel to the Torres Strait Islands may be a requirement of this position.
- The preferred applicant may be required to apply for a National Police Check before appointment.
- 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
 <p><b>ONE</b> We are <b>one team</b> who achieves <b>together</b>.</p>	<ul style="list-style-type: none"> <li>We show care for people and look out for each other.</li> <li>We speak up and support others to be safe and healthy.</li> <li>We respectfully address behaviours that conflict with Council's values.</li> <li>We create positive unity within our organisation, our communities and our region.</li> </ul>	
 <p><b>RESPECT</b> We have <b>respect</b> for each other and the <b>communities</b> we serve.</p>	<ul style="list-style-type: none"> <li>We respect and recognise Ailan Kastom.</li> <li>We are open and collaborative, valuing clear community engagement.</li> <li>We recognise and respect diversity, individual needs, experience and strengths.</li> </ul>	
 <p><b>ACCOUNTABILITY</b> We are <b>accountable</b> and responsive to our <b>communities</b>.</p>	<ul style="list-style-type: none"> <li>We take pride in our work and pursue a standard of service excellence, doing more with less.</li> <li>We consistently strive for transparency and good governance to the benefit of public interest.</li> <li>We are reliable, honest and ethical in all we do.</li> </ul>	
 <p><b>COURAGE</b> We are <b>courageous</b> leaders, who think <b>innovatively</b>.</p>	<ul style="list-style-type: none"> <li>We encourage, value and reward creative thinking.</li> <li>We respect and explore different ideas and perspectives.</li> <li>We embrace change and actively promote Council's vision.</li> </ul>	
 <p><b>RESILIENCE</b> We are builders of a <b>sustainable</b> and <b>resilient</b> region.</p>	<ul style="list-style-type: none"> <li>We actively seek opportunities to continuously improve and bring growth to our region.</li> <li>We think globally, act regionally.</li> <li>We empower our people and communities; embracing local opportunity and participation.</li> </ul>	