

Equity principles underpin all UNE policies and procedures. The University is committed to EEO principles values cultural diversity, and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment.

## **UNIVERSITY OF NEW ENGLAND POSITION STATEMENT**

**DIRECTORATE:** Information Technology Directorate

**POSITION:** Senior Server Support Officer

**CLASSIFICATION:** Higher Education Officer Level 7

**DATE CLASSIFIED:** June 17, 2009

**REPORTS TO:** Manager, Infrastructure Services

### **DIMENSIONS OF POSITION:**

The Information Technology Directorate (ITD) provides affordable, quality information and communications services and technologies to underpin the mission and aspirations of the University. This is achieved by understanding our customers' needs, by demonstrating Information and Communications Technology (ICT) leadership, and by producing cost-effective and innovative outcomes.

The Infrastructure Services section is responsible for planning, implementing, evaluating, monitoring and maintaining the database, server, network, voice systems and infrastructure that underpin and are critical to the University's core business functions and to the University achieving its strategic goals.

### **POSITION OBJECTIVE:**

As a member of the Infrastructure Services section, the Senior Server Support Officer is responsible for achieving effective outcomes appropriate to the University's operational and strategic objectives, by contributing to various ICT projects, providing complex technical support for the University's Servers, ensuring development and delivery of seamless services, and satisfying client and ITD requirements.

The Senior Server Support Officer will promote increased awareness within the University community of the potential benefits and opportunities provided through ICT and ITD's services.

### **DUTIES:**

Under general to broad direction the incumbent will:

1. Be responsible for the provision of and day-to-day support, operation and control of equipment and services within ITD's Enterprise Windows, Unix and Linux server infrastructure including:
  - Configuring and maintaining servers and backup infrastructure, contributing to setting service level agreements and planning the infrastructure necessary to provide the services to meet such agreements.

- Producing/outlining system designs and specifications and overall architectures, topologies, configuration databases and design documentation of the organisation's server infrastructure. Specifying user/system interfaces, including validation and error correction procedures, processing rules, access, security and audit controls, recovery routines and contingency procedures. Translating logical designs into physical designs.
  - Drafting and maintaining procedures and documentation for server support, disaster recovery and security. Ensure that all requests for support are dealt with according to set standards and procedures.
  - Carrying out agreed configuration, installation and maintenance activities
  - Using management tools to determine load and performance statistics. Create reports and proposals for improvement.
  - Checking that problems are managed in accordance with agreed standards and procedures. Investigate and diagnosis system and network problems, working with users, other staff and suppliers as appropriate. Implement agreed changes and maintenance routines.
  - Ensuring that services and solutions comply with University Information Technology policies and the University IT project management model (via the IT Project Office) the University IT service management model (via the IT Service Desk)
  - Report appropriate performance indicators regarding the provision of ICT servers and related services.
  - Maintaining business continuity plans for communications systems and services
2. Manage and provide substantial or technical expertise to ICT and cross-functional projects, as required, in accordance with ITD's established project methodology, including
- preparation of project initiation documentation, business cases, budget and schedule estimates;
  - designing, planning and executing project plans and ensuring compliance with budget, schedule and reporting requirements;
  - ensuring that projects are executed and deliverables meet agreed stakeholder expectations for quality, timeliness, cost-efficiency and effectiveness;
  - proactively identifying and monitoring risks and milestones; and
  - providing appropriate and timely reporting and recommendations to project governance.
3. Participate in ITD's operational decision-making processes; contribute solutions and actively engage in the exchange of ideas and concepts in response to operational challenges while ensuring consistent provision of IT services.
4. Analyse client requirements and design solutions; review proposed solutions for fit with business needs and IT enterprise applications and services architecture; implement technical and/or process change to ensure sustainability and effectiveness; contribute to the procurement of enterprise solutions; be responsible for and coordinate development, testing, acceptance, implementation and ongoing support of solutions.
5. Contribute to ICT application architecture, policies and standards; develop both technical and operational procedures and guidelines and coordinate their implementation; develop and communicate integration criteria and techniques.

6. Contribute to the assessment, evaluation and recommendation of new and emerging technologies, trends and practices, products and product versions; work with vendors and clients to ensure that products comply with established standards, policies and guidelines including University and ITD standards, as well as those of internal and external auditors, government agencies and relevant standards setting bodies.
7. Contribute to the continuous improvement of existing information technology systems, processes, documentation and assist with the improvement of related policies and procedures.
8. Regularly and pro-actively review and manage risk through the conduct of service threat analysis, risk assessment and audit; develop any required remediation or modification efforts; regularly review solution and service usage for overall effectiveness and value and make appropriate recommendations.
9. Pro-actively maintain personal and professional development.
10. Establish and cultivate relationships with clients, suppliers and other organisations, proactively engage with them to understand their goals and operational needs; raise client awareness of relevant technology, trends and practices; actively promote relevant ITD services and expertise.
11. Supervise staff and/or teams as necessary, including initiating, co-ordinating and participating in mentoring, coaching, and training;
12. Act as technical representative of ITD and the University to clients and external organisations providing appropriate information; provide feedback and recommendations to the University.
13. Be aware of and apply the University's policies and procedures relating to equal opportunity, risk management, occupational health and safety and quality assurance as they apply to this position.
14. Other duties as required relevant to this position

## **QUALIFICATIONS AND SELECTION CRITERIA**

1. Completion of a relevant degree with extensive relevant experience; or an equivalent alternative combination of relevant knowledge, training and/or experience.
2. Demonstrated specialist knowledge and extensive experience in ;
  - Design, procurement, Installation, configuration, management, diagnostics and troubleshooting of ICT server equipment and associated software
  - Configuration and management of protocols including but not limited to, DHCP, DNS, Radius, mail gateways
  - Configuration and management of authentication security systems, devices and protocols such as Active Directory, LDAP, Firewalls, VPN Services, and principles of user and device authentication, authorisation and accounting
  - Performing systems programming and scripting
  - Contract administration and management

3. The ability to think strategically, with demonstrated excellent skills and experience in planning and problem-solving in the context of overall strategic organisational objectives, with the ability to utilise sound judgment and common sense; the ability to effectively identify information and opportunities and align projects, plans, designs and activities to organisational objectives.
4. Demonstrated excellent communication and interpersonal skills, with the ability to lead and/or work as part of a team and liaise and negotiate with a range of people to achieve agreed outcomes and reconcile diverse views. This includes listening to, understanding and adapting to the relevant audience, recognising the needs of others, while respecting individual differences and diversity.
5. An excellent, professional client focus, with extensive experience and ability in nurturing internal and external relationships, and the high level ability to apply technology strategically to deliver outcomes which best meet the clients needs and to the appropriate level of quality.
6. Demonstrated high level ability to effectively manage and prioritise work and projects in a high-pressured environment to achieve results and see them through to completion.
7. The ability to initiate change and pro-actively respond and/or adapt positively to a constantly changing environment.
8. The ability to demonstrate high level initiative and apply high level, innovative solutions to problems, as well as the ability to confidently make decisions.
9. Demonstrated commitment to ongoing, advanced personal and professional development, including the application and building of professional expertise.
10. Extensive experience in the supervision and leadership of technical staff and/or cross functional teams; staff development and resource planning including mentoring, advising and guiding as well as conducting presentations and group facilitation.
11. Demonstrated understanding and commitment to OH&S, risk management, quality assurance, records management and EEO principles as they relate to this position.