Employment

Position Description

Position:	Network Administrator
Award:	Lyndoch Living Health and Allied Services, Managers and Administrative Officers 2016-2020
Classification:	HS4 (Grade 4)
Status:	As per Contract of Employment
Qualifications:	Tertiary degree in information technology, computer science or computer systems engineering discipline, or 5+ Years relevant industry experience in a customer service role or Certification in networking products from Microsoft and/or Cisco

Position Objective(s)

The Network Administrator is to protect and maintain a reliable, secure and efficient data communications network for Lyndoch. The will involve deploying, supporting, configuring, maintaining, monitoring and upgrading network hardware servers, voice infrastructure and integrating new server hardware and applications.

The role is expected to work closely with the Systems Administrator to identify efficiencies in network and facilities management to enable further investment in the maintenance of the network. Additional responsibilities include assisting with operating the help desk.

The Network Administrator assists the Manager ICT in assuring adherence with SLA's. As a member of Information Technology team, the appointee will contribute to the overall performance of the team consistent with Lyndoch Living Mission, Vision and Objectives.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, "seven pillars" have been identified.

One Team
We value and recognise individuality as a vital part of developing a unified voice.

Pride
We support pride and passion in our work and in doing so, we attract others who share our values.

Welcoming Workplace
We encourage warm, friendly and respectful interactions across all aspects of our service.

Yes Culture
We always start with 'yes' in every deliberation.

Customer Service
We ensure that customers feel engaged and valued in every interaction.

Innovation
We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

Fun and Enjoyment
We recognise that fun and enjoyment are critical to success.

Social Purpose
Through the social conscience of our staff and consumers we actively engage with causes that impact our local community

Safety
We actively promote safety through the provision of innovative and high quality training, monitoring of risk, and compliance with OHS regulations

Key Responsibilities and Duties

Management

- Oversee responsibility for day to day operation of Network Operations;
- Assume direct responsibilities of the 2nd and 3rd level network support ensuring efficient and effective technical support provision across all network services both during and after business hours;
- Work collaboratively with the IT Management team for key stakeholder engagement across various projects and general day to day operations;
- Management of 3rd party and external contracted services to ensure adherence to obligations;
- Be a key point of escalation for major network infrastructure issues; seek guidance from Manager – ICT as required
- Report on critical issues or risks with current network projects;
- Represent the network operations team on relevant internal and external committees and governance groups as required;

Technical Delivery

- Maintain a thorough understanding of the Local and Wide Area Network and network security technology relating to private networks and public facing networks;
- Assist with the design, configuration and maintenance of enterprise grade firewalls serving multiple customers including connectivity with partner organisations;
- Connect relevant technology to the network with secure protocols;
- Configuration and maintenance of mail security gateways and security appliances for access to business applications including the establishment and maintenance of remote access;
- Design, configure and install complex switching and routing environments;
- Design, configure and maintain complex QoS policy that facilitates high quality voice and video communication as well as prioritised clinical applications on various network systems;
- Design and maintain network and security structures such as IP address schemes and allocation, DNS, VLANs, security certificates, access lists and routing protocols;
- Configure and maintain network and security monitoring applications
- Perform regular reviews of network and security devices to ensure system confidentiality, integrity and availability;
- Promote best practice security by highlighting security risks of configuration change and recommending best practice security configuration on security hardware and software;
- Work with key stakeholders to discover and assess system vulnerabilities;

Service Delivery

- Coordinate network service requests, perform system maintenance and review access management;
- Respond to incidents and service requests with incumbent service providers that have underpinning contracts for hardware, software and telecommunications contracts;
- Responding to inquiries from staff, administrators, service providers, site personnel and outside vendors, etc. to provide technical assistance and support;
- Managing assigned projects and program components to deliver services in accordance with established objectives;
- Troubleshoot and resolve incidents relating to network hardware and operating systems and security systems to ensure expedient restoration to normal service;

Administrative

- Create, enhance and maintain technical documentation, process and diagrams of relevant configuration items;
- Participate in the review and enhancement of technical process efficiencies that support department wide service management excellence;
- Maintain and update accurate records of incidents, service requests and request for change;

- Document and log security risks in corporate risk registers for regular review;

Teamwork

- Provide Helpdesk support by providing guidance and leadership when logging and/or resolving any IT issues;
- Ability to work well within a team while fostering relationships and partnerships;

Documentation, Planning & Policy Development

- Assisting in the investigation, design and implementation of policies, procedures and tools;

Management

- Participate in industry level user groups as required;
- Liaise with other information providers/managers;
- Managing and prioritising technical support activities to ensure that service level objectives are adhered to, acting to liaise as an initial point of contact for business units and external partners where defined SLA's may be in place, to understand what technical work will need to be performed.

Organisational Relationships

Reports to:	Manager - ICT
Supervises:	Nil
Internal Contacts:	IT technical Team, all Lyndoch staff, residents, clients and families
External Contacts:	Members of the Public, Contractors and Suppliers

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

Minimum Qualifications

- Tertiary degree in information technology, computer science or computer systems engineering discipline, or;
- 5+ Years relevant industry experience in a customer service role or;
- Certification in networking products from Microsoft and/or Cisco;

Essential

- Strong organisation, customer engagement and customer management skills;
- Ability to identify and engage with key stakeholders;
- High attention to detail;

- Ability to work autonomously and contribute effectively in project and team environments;

Desirable

- Experience in delivering IT services in medium organisations, particularly in the aged care or health care industries;
- Understanding of the ITIL framework.

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Ability to communicate in a clear and concise manner to staff and key stakeholders.

General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures
- Participate in quality activities within the work area to improve the efficiency of the Department
- Participate in relevant training to ensure continued professional development for the betterment of the organisation
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by:	Ed Rhode, Director Technology Strategy and Transformation
Date:	May 2020

Appendix 1

General Conditions of Employment

Terms and Conditions of Employment

The conditions of employment are in accordance with the relevant Award and Agreement to which you are employed under. Copies of Awards and Agreements are available from the Human Resources Department.

Performance Review

In order to assist your development in your role, your manager and you will annual review your personal effectiveness in your role.

The performance review is a formal means of receiving feedback on your performance and of discussing training, development and career opportunities.

Probationary Period

This position is subject to a six (6) month probationary period during which time mutual suitability will be determined. During the probationary period either party may terminate the employment by giving two weeks' notice in writing.

At the expiration of the probationary period, should the appointment be confirmed, the terms of the Position Description and these Conditions of Employment will continue to apply to your employment.

Termination

Employment may be terminated in accordance with the provisions of the relevant Agreement.

Policy and Procedures of the Employer

The Employer directs you to abide by the policies and procedures of the Employer as varied from time to time.

Apparel and Equipment

You are required to use/wear safety equipment and apparel provided to you by the Employer and to abide by all the Employer's safety rules and regulations.

Notification of Prior Injury

Under the Accident Compensation Act 1985, the Employer requires you to disclose all pre-existing injuries and diseases which you foresee could be affected by the nature of your employment. Failure to do so may render you ineligible for Workers' Compensation in some circumstances. You are required to complete and return the Pre-injury Declaration Form as attached.

Appendix 2

Pre-existing Injury Declaration Form

Please complete and return with your Application for Employment

In accordance with s.82(7)-(9) of the *Accident Compensation Act* 1985 (Vic) ("the Act"), you are required to disclose any or all pre-existing injuries, illness or disease (pre-existing conditions) suffered by you which could be accelerated, exacerbated, aggravated or caused to recur or deteriorate by your performing the responsibilities associated with the employment for which you are applying with Lyndoch Living Inc ("the employment")

In making this disclosure, please refer to the attached position description, which includes a list of responsibilities and physical demands associated with the employment.

Where you have a pre-existing condition, consideration will be given to reasonable modification to the environment or tasks if at all possible or practicable.

Please note that, if you fail to disclose this information or you provide false and misleading information in relation to this issue under s.82(8) and s.82(9) of the Act you and your dependents may not be entitled to any form of workers compensation as a result of the recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing condition arising out of, in the course of, or due to the nature of your employment.

Please note that the giving of false information in relation to your application for employment with Lyndoch Living Inc. may constitute grounds for disciplinary action including termination of your contract.

Employee Declaration

I _____(print name) declare that:

I have read and understood this form, position description and have discussed the employment with Lyndoch Living Inc. I understand the responsibilities and physical demands of the employment.

I acknowledge that I am required to disclose all pre-existing conditions which I believe may be affected by me undertaking the employment.

I acknowledge that failure to disclose the information or providing false and misleading information may result in invoking section 82(7)-(9) of the *Accident Compensation Act* 1985 (Vic) which may disentitle me or my dependents from receiving any workers compensation or any pre-existing condition which I may have arising out of, in the course of, the employment.

Please delete whichever of the following statement is **NOT** applicable

I have suffered no prior injuries that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

OR

I have suffered the following conditions that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

Please list details for all pre-existing conditions

I acknowledge and declare that the information provided in this form is true and correct in every particular.

Applicants Signature	Print name of Applicant
Witness Signature	Print name of Witness
Date	Date

Office Use Only

Additional Comment/ Requisite Modifications
(To be completed by Senior Manager/ CEO)