

## Position Description

# Systems Support Administrator

**Reports to:** Team Leader, Information Solutions

**Team:** Corporate Office

**Staff Responsibilities:** Nil

**Functional Relationships:**

- Corporate Team
- Other TAS staff
- External IT Consultants
- Vendors & suppliers as appropriate
- Other sector customers and contacts

### Position Purpose

To provide responsive customer service and technical expertise, including:

- The timely resolution of user IT issues
- Provision of ongoing server and desktop support and maintenance
- Contribution to the implementation of technology solutions
- Participation in projects as required
- Ensuring that the TAS IT infrastructure is meeting business requirements
- Contribution to long-term goals for IT in the organisation

### Role Summary

The System Support Administrator functions as the first point of contact for IT within the organisation. The role has a strong customer service focus, and utilises excellent technical capability alongside good communication skills to ensure that users receive responsive service and issues are resolved or escalated appropriately.

In a wider capacity, the System Support Administrator also has responsibility for the maintenance of the IT environment, including new installations, upgrades and fixes of both server and desktop systems. The role involves participation in a variety of projects with an IT component, and the utilisation of project management tools to ensure that work undertaken is well structured and documented.

### Background

The six Central Region District Health Boards established Technical Advisory Services (TAS) to provide applied analysis, service planning and external audit services. TAS has an in-house information technology environment that supports a wide range of users,

including tele-workers and those frequently off-site. The IT environment is relatively progressive, and includes an up-to-date suite of Microsoft products, virtualisation, a variety of hardware, and telecommunications solutions such as ISDN videoconferencing.

### Key Responsibilities

- Provide general end-user computing support, utilizing knowledge and experience of operating systems, software and hardware
- Provide proactive management and support of the server and network environment as appropriate
- Monitor the TAS IT environment and provide information as required regarding its availability, capacity, performance and continuity
- Liaise with external IT consultants and providers to ensure shared understanding and to gain assistance and peer review as needed with maintenance of the environment
- Contribute to a programme of work that offers technology solutions to meet business needs and tailors the IT environment to provide quality, value-for-money services
- Work as part of team across a wide range of projects and apply TAS' project management methodology where applicable to plan, monitor and document work completed
- Establish working relationships with relevant agencies, vendors and suppliers
- Undertake other duties as required relating to functions and responsibilities of TAS.

### Key Accountabilities

<i>Accountability</i>	<i>Performance Measure</i>
User issue resolution	Issues are resolved or escalated in agreed timeframes, users are satisfied with customer service.
IT infrastructure is monitored and managed	The IT infrastructure is up-to-date, configured according to best practice, and well-documented. This is verified through both internal and external peer review.
Focus on quality services that meet business requirements	Recommendations for improvement in technology solutions are offered and actioned. Solutions are assessed against business needs and user requirements.
Project participation and methodology	Significant pieces of work are planned and monitored according to agreed methodology. Outcomes and deliverables are reviewed. Input is provided to projects across the organisation where required.
Collaboration with relevant agencies, vendors, suppliers and customers.	Appropriate working relationships are developed and can be demonstrated through ongoing communication and

	positive feedback from various agencies and clients.
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## Person Specification

# System Support Administrator

### Qualifications

#### *Desirable*

- Qualification in operation of Microsoft IT infrastructure
- Tertiary qualification in IT

### Experience/Skills

#### *Essential*

- Knowledge of Microsoft Server 2008, Microsoft Exchange 2007, Windows 7 OS or similar
- Experience using a variety of hardware, applications and software
- Experience in customer service and IT support

#### *Desirable*

- Knowledge of network hardware configuration
- Virtualisation experience (e.g. EXSI or XenServer)
- Previous experience in a project environment

### Other Attributes

#### *Essential*

- Strong customer focus
- Good verbal and written communication
- Relationship management skills