

Position Description – ICT Support Administrator

Position Statement

The ICT Support Administrator reports to the Chief Information Officer (CIO) and is responsible for supporting the ANZSOG end-users within current and future ICT environment whilst liaising with the external MSP Helpdesk Support team in delivering superior customer service. This includes hands-on front-line customer service support as well as support to all three strategic areas of activity (Education, Research, and Advisory), infrastructure platforms administration and lifecycle management, infrastructure solutions innovation, project implementation, regulatory compliance, and operational service level management.

Responsibilities

Service Delivery

- Day-to-day management of ICT platforms and tools as well as ensure the provision of ICT services that meet business requirements.
- Onboarding and offboarding of staff into their relevant ICT systems and platforms.
- Optimise the use of ICT platforms ensuring that stakeholders and key users across the organisation understand the functionality, are clear about the value-added and benefits identified in the business case and ensure that these benefits are being achieved.
- Ensure core IT infrastructure including site-based IT infrastructure has the effective capacity, is functional and meets business requirements and has platform lifecycle management arrangements in place.

IT Service Management (ITSM)

- Facilitating and/or escalating incidents, requests and problems through MSP(s) or Vendor(s) where appropriate. Provision of incident resolution and service request management where facilitation and/or escalating support through MSP(s) is not appropriate
- Communicate to staff about any outages or other problems. Provide details of any known workarounds.
- Monitor requests and issues raised with the IT Helpdesk provider and implement new practices to eliminate where possible e.g., through training or device management changes.
- Device Management including maintenance of asset register, procurement, deployment, redeployment, and decommissioning. Devices include laptops, tablets, corporate mobile phones, are to be added and monitored in the MDM platform.
- Monitor device compliance against all policies, and address non-compliance with the MSP and users as required. Policies such as those relating to security; information protection; and applications. This includes the deployment of End-point protection appliances to ensure the ability to protect and enforce device security policies.

Supplier / Vendor Relationship Management

- Support the CIO to monitor service level agreements with all external suppliers to ensure best practices and service levels are maintained.
- Working with the Director Procurement & HR, maintain relationships and ensure supplier performance and accountability for all ICT vendors and partner organisations that augment internal capabilities.

- Work with service providers on ICT-related configurations, implementations, and fixes.
- Manage ANZSOG's software licenses

Digital Workspace and Cybersecurity

- Responsible for IT security and compliance within ANSZOG, and its networks
- Enable ANZSOG's cybersecurity model which applies to business applications; identity and access management; ICT infrastructure; and completing scheduled tasks relating to various controls.
- Identify and eliminate/implement risk mitigation strategies for cyber-security and network vulnerabilities and other ICT-related risks
- Progression of in-flight projects and other duties may be assigned to you from time to time.

Selection Criteria

- Minimum three years' experience in a related role.
- Functional and technical expertise in:
 - Office365 – including Exchange, SharePoint site administration and content management, and Microsoft Teams.
 - Device Management.
 - Application management.
 - Troubleshooting – common IT issues from identity and access to connectivity with peripherals.
- Demonstrated experience with business partnering and improving the customer and employee experience. Evidence of innovation and commitment to continual improvement.
- Working knowledge and experience with methodologies / frameworks in IT Service Management and training.
- Qualifications commensurate to the responsibilities outlined above, with a demonstrated commitment to life-long learning.
- Strong written and oral communication skills.

Other Job-Related Information

- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- Interstate or international travel may be required