

MEGT IT DIVISION

Network & Systems Administrator



Objectives of the Division:

The IT Division is tasked with providing Information Technology services and solutions in support of all operational divisions and MEGT business objectives. These services include the provision and maintenance of hardware, software and network infrastructure, helpdesk services, as well as application support and solutions.

From a Project Management and Business Process perspective the IT Division's objective is to improve the efficiency and effectiveness of MEGT by providing executive level governance of all MEGT processes and projects to ensure they align with the overall MEGT organisational goals. This is achieved by facilitating optimal project management and business process outcomes and resource allocation.

Objectives of the Position:

This is a key role within MEGT (Australia) Ltd. (MEGT). This position is responsible contributing to the:

- Administration, maintenance and constant improvement of the company's Network, Server and Systems infrastructure.
- Research, recommendation and innovation of existing and new infrastructure where possible to keep MEGT IT up to date and flexible in its ability to provide a mature business platform from which to conduct successful business.

Relationships:

- Reporting to the IT Operations Manager.
- Working with all MEGT internal customers.
- Work with a Team of IT professionals.
- Preparation of reports as required.

Dimension:

Division: IT

Employees directly supervised: Nil

Agreed outcomes: as per Key Performance Indicators

Selection Criteria:

- knowledge of core network skills in an MS environment
- relevant tertiary qualifications (business and/or IT) and /or MCSE or other technical certification will be well regarded
- experience with Active Directory, MS Exchange Server, Firewalls, Citrix XenApp, Virtualisation, Commvault Network Backup, and LAN / WAN hardware are mandatory
- exposure to or an understanding of SQL scripting
- excellent problem-solving skills

Qualifications, Skills and Attributes:

1. Relevant tertiary qualifications (business and/or IT) and /or MCSE or other technical certification will be well regarded.
2. A familiarity or understanding of data centre operations is desirable.
3. Ability to establish work priorities which reflect urgency, expediency and strategic importance of general tasks.
4. Advantageous if had exposure to:
 - Citrix CSG 'Xen' products and Netscaler
 - Storage Technologies (SAN, NAS, DAS)
 - Drupal
 - Linux operating systems and/or environments.
5. Excellent problem-solving skills.
6. Ability to plan and organize.
7. Excellent communication skills.
8. Champion of change and effectively manage the implementation of new ideas.
9. Be a team player that motivates and educates other team members.
10. Comprehend complex, technical subjects.
11. Translate technical language to lay audiences.
12. Excellent interpersonal and customer service skills.

Duties and Responsibilities:

1. Installing, supporting, and maintaining servers, network and other infrastructure.
2. Administration of SQL databases including backup and restore, truncate, shrink and the creation of SQL jobs and alerts.
3. Performing Daily Checks and executing Server Maintenance Plans.
4. Auditing of systems and software.
5. Performing backups and restores.
6. Assist in the development and execution of operational procedures.
7. Ownership and execution of projects as assigned.
8. Provide end-user support for any technical questions and assist helpdesk analysts when required to resolve problems quickly and efficiently.
9. Document systems, policies and procedures.
10. Implementation of hardware and software upgrades and configuration changes.
11. Software maintenance.
12. Problem diagnosis and resolution (hardware and software troubleshooting).
13. IT Support and pro-active problem management (system performance tuning).
14. Maintenance of IT asset information.
15. Perform support duties as part of the IT after hour's on-call roster.

(Note: The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.)

Key Performance Indicators:

1. Minimal system outages or active reduction of such.
2. Appropriate planning and accurate documentation when and as required.
3. An expressed increase in domain knowledge demonstrated through successful implementations and outcomes.
4. Implementation and maintenance of MEGT policies and standards associated with the effectiveness, implementation and security of IT systems.
5. A positively maintained attitude to the IT Department and wider MEGT community as demonstrated through peer feedback.

Health, Safety and Environment (HSE) Responsibilities:

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Diversity:

MEGT is committed to welcoming and maintaining a diverse workforce, which will help us attract and retain a team of talented people to better serve our clients and improve business results.