APPLICANT INFORMATION PACKAGE

UAC

UNIVERSITIES ADMISSIONS CENTRE.

Thank you for your interest in applying for the Systems Administrator position with the Universities Admissions Centre (UAC). This package is designed to provide you with information about UAC's recruitment process and general conditions of employment.

CONTENTS

1. Snapshot of employee benefits
2. Systems Administrator Position Description
3. IT Operations Organisational Chart
4. Privacy statement

SNAPSHOT OF EMPLOYEE BENEFITS

Work-life balance
– Short 7-hour day (35-hour week), with an hour for lunch, Monday to Friday.
– Employees who work more than the standard 35-hour week are entitled to overtime pay.
– Flexible work arrangements including remote work.

Generous leave entitlements

50 days sick leave with conditions		**Family & community** services leave		**Study** support leave		**Concessional** days	

Above-standard employer superannuation contributions

UAC permanent employees	**17%**	UAC fixed-term	**17%**
Casual employees	**10%**		

Competitive remuneration
We reward our staff for their hard work with competitive remuneration and salary packaging benefits.

	Total annual package
Permanent appointment	$116,981-$127,451.47

Health and wellbeing
Our employees enjoy a range of health and wellbeing initiatives to support their physical and mental health:
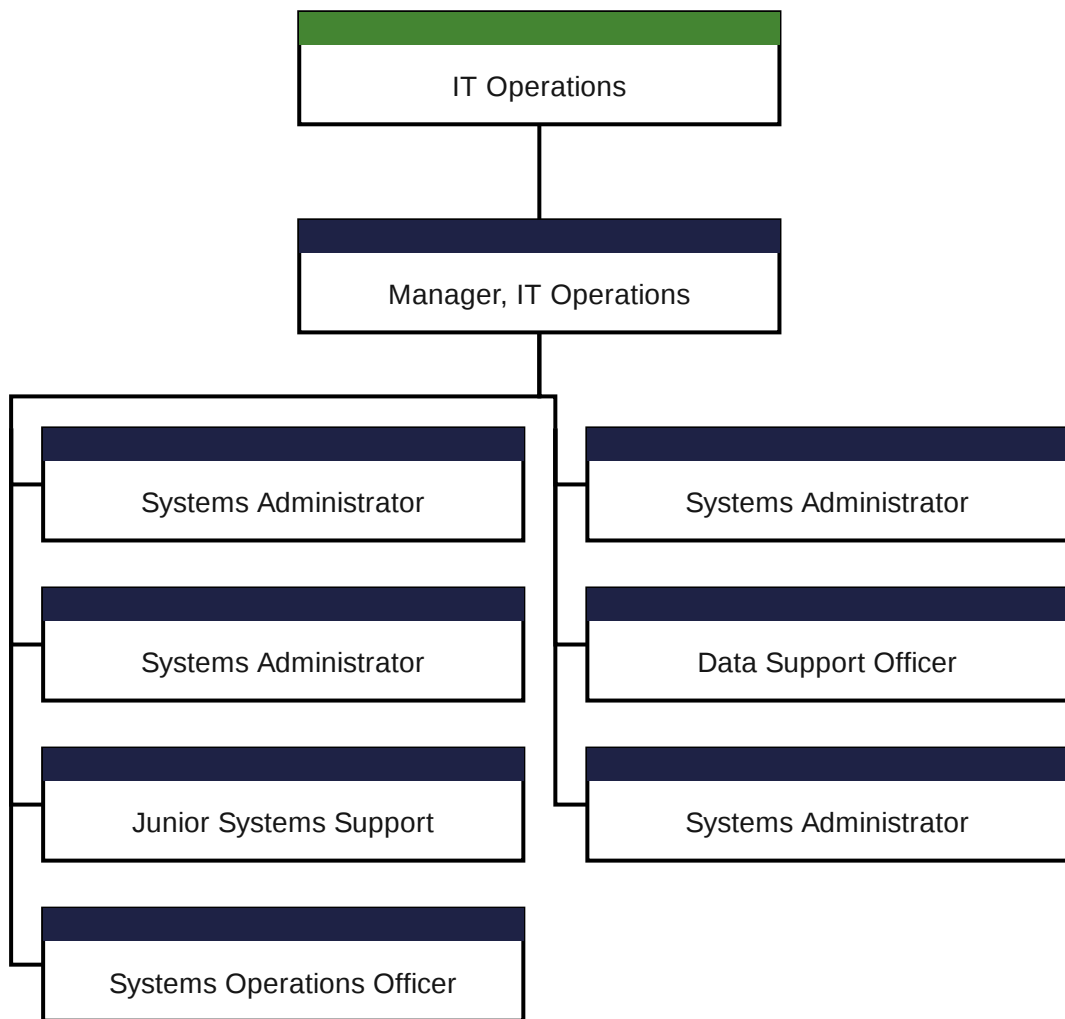
– annual health checks and flu vaccinations
– yoga and mindfulness classes
– free counselling service
– membership of an exclusive benefits program with unique offerings across a range of venues, recreational facilities, and eateries at Sydney Olympic Park.

READY TO APPLY?

Email us your:

1. cover letter and resume
2. written response addressing the selection criteria listed in the Position Description
3. copies of relevant qualifications (if available).

UAC IT Operations Organisation Chart 2022/2023

IT Operations

Manager, IT Operations

Systems Administrator

Systems Administrator

Systems Administrator

Data Support Officer

Junior Systems Support

Systems Administrator

Systems Operations Officer

POSITION DESCRIPTION

POSITION TITLE:	Systems Administrator (Generic)
HEW LEVEL:	Grade 7/8 Broadbanded
DEPARTMENT/UNIT:	Information Technology – Systems Unit
SUPERVISOR/MANAGER:	Systems Manager
WRITTEN BY:	Firaz Osman - Systems Manager
DATE WRITTEN:	May 2022, Updated November 2021
INCUMBENT:	Vacant
APPROVALS:	Dudley Collinson - Chief Information Officer
	Firaz Osman - Systems Manager

1. BACKGROUND INFORMATION

UAC - the Universities Admissions Centre – was established in 1995 and is the largest tertiary admissions centre in Australia. Owned by universities in NSW and the ACT, UAC's mission is to provide excellence in admissions services.

Central to that mission is UAC's belief in the value of education and a commitment to providing opportunities in higher education for all members of the community. UAC is not-for-profit and driven by a strong culture of servicing the needs of all its stakeholders.

The Information Technology Department consists of five units, Systems, Software, Digital Products, Project Management Office and Service Management Office.

- The Systems Unit provides infrastructure, systems and support services including training to UAC staff and participating universities.

- The Software Unit develops and maintains the code for the core UAC system.

- The Digital Products Unit develops and maintains front end web and mobile applications and dashboards.

- The Service Management Office provides ITIL compliant service management functions for the delivery of services to UAC customers.

- The Project Management Office develops project specifications, scopes and manages delivery of UAC projects.

For further information about UAC's structure and functions, see UAC's People & Culture Unit.

2. JOB PURPOSE

The Systems Administrator is responsible for network configuration and administration across a large number of systems in a web-based, multi-user environment where privacy and the confidentiality of data are

essential. This involves ensuring operating systems perform in accordance with best practice, system security is maintained and problems are diagnosed and resolved in a timely manner.

At level 7, the System Administrator requires a broad range of systems administration expertise and experience with the operating systems and applications to support UAC's business operations, including the virtual environment. The role requires a high level of commitment and proactivity to deliver maximum system availability.

At level 8, the Systems Administrator works with greater independence and provides solutions to complex system problems. The position also provides expertise to new projects and other initiatives and may be required to represent the Systems Unit on project committees and similar working groups.

3. REPORTING AND OTHER RELATIONSHIPS

This position is one of six positions that report to the Systems Manager. Under the leadership of the Systems Manager the six positions work closely together to support a large number of different systems. There is often shared responsibility for a range of tasks and one position may be required to provide back-up to another.

The position communicates and liaises with other IT staff and with staff from other UAC departments on a daily basis with regard to systems support issues and other IT related tasks. The position is also required to build relationships with staff from institutions and various providers.

4. DIMENSIONS

- There are approximately 30 institutions that access UAC systems.
- There are approximately 200 local users at UAC and 900 remote users at the participating institutions.
- There are approximately 200,000 applications through UAC systems per year.
- All production, web hosting, email (O365), database engines and data warehouse servers are virtual, and a mix of Windows and Linux operating systems (with the majority being Linux).
- Within UAC, all desktops are DELL, running Windows OS and the laptops are a mix of DELL and MAC, running Windows OS and Mac OS.
- SAS (data warehouse) is used by the institutions for their reporting needs.
- UAS is written in Java using the Wicket/Spring and iBatis frameworks. There are many ancillary systems that sit alongside and within UAS.
- Web applications are written in Java, Groovy, Grail JSP.

5. MAJOR TASKS

The major tasks and responsibilities of the position are to:

LEVEL 7

1. Install, upgrade, troubleshoot and monitor all operating systems. This involves administration of UAC virtual environment, servers, PCs, Cisco Routers, Switches and firewalls.
2. Configure, administer and maintain all servers and workstations. This involves installing and configuring virtual machines, installing security patches and updates, checking the performance of the servers and tuning as required.
3. Perform daily quality assurance of all automated processes to ensure service levels are met and monitor system logs. This includes running SQL and SAS reports as required.
4. Keep abreast of UAC business processes and relevant technology trends, including developing an understanding of the inter-relationship between business processes.
5. Configure and maintaining relation databases and data warehouse. This includes administration and monitoring of all systems backups.

6. Provide system user support to all internal and external stakeholders. This includes training stakeholders on systems and maintaining and updating relevant manuals and documents.
7. Providing support to the Systems Manager as required.

LEVEL 8

In addition to the duties prescribed at Level 7:

1. Provide expert advice in projects and other initiatives as required.
2. Resolve complex problems, recommend and implement system changes to ensure best practice and high performance in line with UAC's strategic direction.
3. Provide technical and mentoring support to other system support staff.
4. Administer the VM environment in the Data Centres (local and disaster recovery site).

6. PRINCIPAL ACCOUNTABILITIES

The Systems Administrator is accountable for:

LEVEL 7

1. Providing the level of expertise and commitment necessary to ensure that UAC's internal network operates at the highest level of performance and availability.
2. Working with other staff to ensure that all technical and system administration support processes are appropriately planned and coordinated.
3. Ensuring that assigned tasks are delivered in accordance with best practice and are completed and documented within agreed timeframes.
4. Maintaining confidentiality on all UAC and stakeholder information as appropriate.
5. Maintaining effective working relationships with other UAC staff and external users and suppliers.
6. Proactively maintaining a high level of professional expertise appropriate with the requirements of the position.

LEVEL 8

All Level 7 accountabilities plus:

1. Demonstrating sound judgement and an appropriate level of expertise to solve complex problems.
2. Providing effective training and leadership to other IT support staff.
3. Providing high quality advice on the design, implementation and support of new infrastructure projects/initiatives when required.

7. PROGRESSION STATEMENT

Progression to the higher level will be based on recognition by the Systems Manager and the Chief Information Officer that the Systems Administrator can perform at the higher level. Final approval by the Managing Director will also be required.

It is expected that the incumbent will also normally have been one year at the top step of the lower level prior to recommendation being made for progression to the higher level.

In the case of a new appointee to the position, initial appointment to a level will be based on relevant knowledge and experience and their ability to carry out the higher-level duties.

8. CHALLENGES AND CONSTRAINTS

The challenge for the Systems Administrator is to keep abreast of new technologies, and be innovative in utilising these technologies in the practical environment. As a small organisation UAC requires the Systems

Administrator to perform a broad range of functions that in a larger organisation would be the role of a number of different specialists. This adds to challenges for the System Administrator when dealing with the rapid rate of technological change and developing expertise in all areas of responsibility.

The ability to plan ahead, to identify potential problems and to develop appropriate responses before problems arise is a particular challenge.

9. EDUCATION AND EXPERIENCE

1. At Level 7, a relevant degree with at least 4 years subsequent relevant experience OR an equivalent combination of relevant experience and/or education/training.
2. At Level 8, a relevant IT degree at post-graduate level and extensive relevant experience OR an equivalent combination of extensive relevant experience, management expertise and/or education/training.

10. SELECTION CRITERIA

Essential

1. A relevant degree with at least 4 years subsequent relevant experience OR a relevant degree at post-graduate level and extensive relevant experience OR an equivalent combination of extensive relevant experience and/or education/training.
2. Demonstrated ability to set-up and maintain Windows and Linux operating systems and to undertake associated complex independent systems tasks with minimum supervision.
3. Demonstrated knowledge and understanding of VMWare and the ability to set such systems in a centralised environment.
4. Demonstrated experience with backup and restore utilities used in a multi-platform environment.
5. Demonstrate experience of network configuration and security architecture.
6. Demonstrated experience managing and maintaining database systems and using tools to extract and manage data from a relational database using SQL for data reporting and analysis.
7. Demonstrated ability to think critically and analytically to solve problems in a systems support environment including the ability to communicate effectively with users on technical issues.
8. Understanding of, and commitment to, the principles of anti-discrimination and equal employment opportunity legislation, and the application of these principles in the workplace on a daily basis, with a commitment to cultural diversity.
9. Understanding of, and commitment to, the principles of workplace health and safety legislation, anti-bullying legislation and the application of these principles in the workplace on a daily basis.

Desirable

1. Knowledge of ETL (Extract, Transform and Load)
2. Knowledge of shell scripting
3. Knowledge of Microsoft Exchange and Cisco Call Manager
4. An understanding of the role of UAC in the Education Sector

EMPLOYEE:_____ **DATE:**_____