



ICT Systems Administrator

Section: Organisation Support

Salary point: 15

Position number: PSC960

Last updated: June 2025

Position objectives

To effectively design, implement and manage enterprise systems that support the business needs of Council and its staff. By pro-actively monitoring and maintaining Council systems, the ICT Systems Administrator delivers Information & Communication Technology infrastructure systems and services that are reliable, fit for purpose and evolving with the needs of Council. The ICT Systems Administrator also supports the scope, development and delivery of ICT projects.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

Management of Council's ICT infrastructure systems and services (Service Operation):

- Operational management of Council's on premise and cloud server & systems infrastructure environment (including configuration, integration, troubleshooting and problem isolation, monitoring and measurement of systems)
- Ensuring that adequate, secure and reliable access to council information and data is maintained for our customers
- Ensuring operational effectiveness of Council's ICT backup regime, including regular testing, as outlined in the ICT business continuity plan

- Assess and recommend improvements to infrastructure operations that align to the wider Digital Strategy and Roadmap, incl. hardware, software, communications services, operating systems and database and other service platforms
- Completion of the scheduled preventative maintenance tasks (outside business hours) which includes the application of firmware updates and system patches and service packs
- Maintaining accurate and accessible documentation for Council's ICT infrastructure
- Maintain a high level understanding of Council's enterprise architecture

Incident and problem management (Service Operation):

- Investigation and resolution of incidents in a way that minimises service disruption to customers
- Identifying issue patterns based on incoming customer requests and incidents documented in the ICT Problem Register, lead in the identification of underlying causes and the development of effective long-term solutions
- Implement effective long term solutions to problems through the ICT Change Management process
- Participating in the "After-Hours On-Call Infrastructure Support Service" rostering system

Project Delivery (Service Design & Service Transition):

- Contribute to the service strategy by analysing, developing and evaluating alternative technologies, platforms and configuration through the service design phase
- Completion of assigned tasks through the service transition phase

Assist the ICT Infrastructure and Cyber Security Team Leader when requested:

- Performing information discovery activities in support of staff management, legal or GIPA investigations
- Completion of tasks assigned by the ICT Infrastructure and Cyber Security Team Leader, at all Council sites across the Port Stephens Local Government Area

Key accountabilities

The role of a Systems Administrator is critical to the efficient and secure operation of Council's ICT infrastructure. Tasks can be complex in nature; therefore, detailed analysis and investigation is required to develop practical and effective solutions that to ensure that all systems, networks and associated technologies function reliably and efficiently to support Council operations.

It plays a proactive role in maintaining system integrity, supporting users and implementing security measures to protect Council's data and resources. Productive interactions with the support team, vendors and external service providers is critical to the success of this role.

ICT infrastructure hardware, operating environments, systems and services in an enterprise environment include:

- On-Premise Data Centre & Communications Room Management
- Microsoft Windows Server current releases (including Active Directory and Group Policy) and Linux Red-Hat operating systems

- Server & Cloud Systems and Infrastructure
- Microsoft Exchange or similar collaborative application
- Video Conferencing and Unified Communications systems. Microsoft 365 environment administration
- Enterprise backup solution

Extent of authority

- This position is required to use high level of initiative and problem solving and has the autonomy to make decisions that can have a high impact across work areas and the organisation
- Sometimes decisions needs to be made quickly, independent of peer review and advice or manager approval
- Tasks are allocated under the direction of the ICT Infrastructure and Cyber Security Team Leader and/or the ICT Manager and are to be performed in accordance with Council's processes and procedures
- Where existing processes or procedures do not cover the situation faced, the incumbent may be required to develop and/or modify current processes in consultation with the ICT Infrastructure and Cyber Security Team Leader and/or the ICT Manager

Judgement and decision making

- A high level of investigative skill is required to undertake detailed analysis and identify and develop solutions before choices can be made when solving problems
- A high level of judgement and initiative is required to make decisions in time pressure situations, often outside business hours (throughout the night or on weekends) independent of peer review, advice and autonomous alignment within the agreed escalation pathways
- Decisions made will often affect the work and activities of all groups of the Council to the extent of functions for which the position is responsible
- There is a need to negotiate and determine work priorities

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service
- Understanding of the Australian Business Excellence philosophy
- Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety

Interpersonal

- Proven ability to consult and negotiate effectively with internal and external customers and suppliers
- Good organisational skills and the ability to prioritise workload to meet tight deadlines whilst paying attention to detail

- Demonstrated initiative, flexibility and assertiveness with demonstrated ability to act independently
- Well-developed interpersonal and verbal communication skills and a demonstrated ability to work co-operatively as part of a team
- Commitment to ongoing learning and development
- Demonstrated ability to handle highly sensitive information, respecting confidentiality and disclosure regulations
- Ability to research, quickly identify and correct unusual problems

Qualifications and experience

- Tertiary or industry qualifications that demonstrates expertise and competency in the ICT discipline
- Experience that demonstrates expertise and competency in the ICT discipline
- Experience administering ICT infrastructure hardware, operating environments, systems and services in an enterprise environment to deliver on the key accountabilities
- Experience supporting a business desktop environment operating on the Microsoft Windows platform
- Sound knowledge of telecommunications technologies and principles
- Experience creating and maintaining ICT systems documentation
- A current "Class C" NSW driver's licence and ability to safely operate a Council passenger carrying vehicle

Capability Framework level: Adept

Personal attributes	Relationships	Results	Resources
• Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability	• Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate	• Plan and prioritise • Think and solve problems • Create and innovate • Deliver results	• Finance • Assets and tools • Technology and information • Procurement and contracts

Position description approval

Employee Date