

## POSITION DESCRIPTION

|                        |                           |
|------------------------|---------------------------|
| <b>POSITION TITLE:</b> | Systems Engineer          |
| <b>LOCATION:</b>       | Southport                 |
| <b>REPORTING TO:</b>   | Chief Information Officer |
| <b>DEPARTMENT:</b>     | Corporate Services        |

### PURPOSE STATEMENT

This is a new role created to support a growing business with offices across Australia. Working with the CIO, the primary focus of the role will be to support the growth of the organisation as well as being pivotal to the implementation of considerable changes across The Group.

This role is ideally suited to candidates that are looking for a strategic career move stepping into a challenging fast-paced position which will stretch their minds beyond troubleshooting and into implementing solutions that improve the ability to deliver internal services.

### OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

### OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

### OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

### REPORTING

This position reports to the Chief Information Officer

**PRIMARY DUTIES**

- Manage, administer, and improve existing platforms used by the organisation
- Provide onsite hands-on assistance with technical issues
- Undertake projects across the infrastructure and applications in use
- Assist in designing strategies and operational plans for the improvement of IT across the Group

**PERFORMANCE MEASURES****KNOWLEDGE, SKILLS & EXPERIENCE**

- 2-4 years' experience in Systems Administrator/IT Support role
- Experience supporting Citrix environments
- Either experience, or a keen interest, in developing SharePoint (online), database, and data analysis tools such as PowerBI
- Experience with Windows Server (2012 onwards), Exchange, Active Directory (Domain trusts) and Group Policy
- Self-motivated & focused with a demonstrated enthusiastic approach to day-to-day business operations
- Knowledge of networking technologies, protocols and troubleshooting
- Excellent customer service skills and telephone manner
- Strong organisational and time management skills
- Current driver's licence
- Acute interest in developing and shaping a career path
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure.
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.

**KEY DIMENSIONS:**

- Analytical skills
- Strong communication abilities, and well-developed interpersonal skills
- Highly developed problem-solving skills, along with ability to analyse root cause
- Professionally presented & keen learner
- Positive approach to a continually changing work environment (as well as being a driver for change)

**QUALIFICATIONS**

- Tertiary qualification, diploma level or above desired
- Microsoft Server Certification (MCSE desired)

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. This position may also include travel.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

