

## **IT Systems Administrator**

As IT Systems Administrator you will take ownership of the day to day operation of all IT systems, ensuring all facets function smoothly and efficiently. You will provide support to staff, document and build automated processes, contribute to ongoing operational support and continually enhance our systems. This pivotal role, reporting to the Technology Manager, is focused on providing support and service to internal stakeholders, offering technical advice, providing ad-hoc training to staff, and being dedicated to achieving great results.

### **Benefits:**

- Be a part of a highly successful national Not For Profit Organisation
- Salary between \$70k - \$80k + Super per annum (based on experience), plus Salary Packaging
- Training & Development

### **Duties:**

- Provide on-site and remote IT support for up to 30 end users
- Troubleshooting and diagnosing problems for the company's software, hardware and digital services.
- Creating and deploying SOE and managing desktops, laptops and mobile devices in different OS environments (Windows, iOS & Android)
- Enterprise applications support including CRM and SaaS administration
- Assist with the onboarding and offboarding of staff for all internal systems and configuration of user accounts and devices.
- Develop and maintain training manuals and technical documentation for new and updated software and hardware.
- Managing of videoconferencing, VOIP and network infrastructure

### **Core Technical Competencies:**

- G-suite admin
- M365
- Mac Support
- Admin of access controls, including SSO
- Security threat analysis and mitigation
- Providing end-user support using remote access tools
- Admin and best practice for cloud-based information management & collaboration software
- Apple-based MDM solutions (Jamf currently in use)

## **Skills and Experience:**

- Relevant qualifications in IT
- At least 3 years' experience in IT Operations
- The ability to understand network solutions for a small to medium-sized office.
- Excellent problem-solving skills, including the ability to remotely diagnose technical issues when dealing with non-technical end users
- Excellent knowledge of Microsoft & Mac OS
- Sound working knowledge of virtualisation and backup solutions
- Good communication skills
- Ability to work autonomously as well as in a small office team environment
- With your strong interpersonal skills, you will enjoy engaging with users to maximise their confidence and capability in using ICT tools. You will also be able to demonstrate an ability to plan and manage projects to deliver on time.

We encourage applicants with diverse backgrounds and skill-sets to apply, and especially welcome First Nations applicants. While applicants would ideally have experience in the areas outlined above, even if you do not meet all of these criteria we are interested in hearing from you if you have a strong interest and engagement with technology, a high level of computer literacy and problem solving skills. This role provides opportunities to learn and grow within the organisation.