|  |  |
| --- | --- |
| TEAM | Information Services Group (ISG) |
| POSITION TITLE | Systems Administrator |
| REPORTS TO | Team Leader – Core Systems Team |

|  |  |
| --- | --- |
| OUR TEAM ACCOUNTABILITY | As a member of ISG, this role has shared accountability for:   * **Engaging** with all stakeholders in the health sector to build trust, common understanding and ownership of ICT systems. * **Displaying** an understanding of, and alignment to, ISG’s purpose, vision, values and strategy. * **Developing** and communicating prioritised work plans that align with the Canterbury Health System Strategy. * **Growing** your ISG team capabilities to deliver quality IT services. * **Knowing** you andyour teams’ roles, accountabilities and responsibilities. * **Building** the ISG service capability to make it happen and the process capability to do it effectively and efficiently.   These accountabilities will be exercised in support of a drive to perfect service excellence through work plan development and delivery that strategically partners with the business, supporting and enabling the business to achieve its goals, while remaining aligned to the Canterbury Health System strategy.  This will enable a model that provides a flexibility and scalability within ISG to help accelerate the transformational activity that is required by the business to deliver on the vision for our health systems. |

|  |  |
| --- | --- |
| MY ROLE RESPONSIBILITY | The Systems Administrator is responsible for working with the Team Leader for Core Systems Team to provide a level of service excellence across all Information and Communication Technology [ICT] solutions whilst maintaining the development and delivery of the ISG work plan.  In assuming this responsibility, the role enables the Systems Administrator to be an effective and valued partner of the business and supports the business to achieve its goals.  Specifically the role is responsible for:   * Manage the operations you are responsible for to ensure high quality, consistent and effective service * Implement service improvement plans where required through automation of repeatable processes * Develop and maintain administration procedures, knowledge articles and documentation * Assist with coaching, instruction and direction of team members * Act as an advisor to colleagues and customers * Respond to escalated enquiries from customers * Review the quality of service and assist the Team Leader with metrics reports * Provide services which are focussed on anticipating and exceeding customer expectations * Manage the request queues to provide a timely response to customers |

|  |  |  |
| --- | --- | --- |
| MY CAPABILITY  MY EXPERIENCE  QUALIFICATIONS | To be effective and succeed in this role it is expected the person will have the following proven capabilities:   * Display self-knowledge * Build relationships with resources at all levels and mobilise support * Highly developed interpersonal, leadership, communication and negotiating skills * Be customer focussed and committed to quality outcomes * Be committed to teamwork and have the ability to initiate and facilitate open communication with staff * Have the ability to embrace, anticipate and manage change * Strong written and verbal communication * Proven problem solving and analysis skills * Planning, prioritisation and organisation skills * Sound ability to analyse, isolate and interpret business needs and develop appropriate technical solutions. * Sound technical specification writing/documentation skills. * Proven understanding of all aspects of the infrastructure with an emphasis on predictive monitoring, capacity planning, backup and restores and system security. * Technical knowledge of system design, IT infrastructure and database concepts. * An appreciation of both IT and business strategy. * At least 3+ years IT Industry experience * An in depth understanding of Active Directory and Group Policy, DNS and DHCP management. * Proven Technical experience should include Microsoft range including Windows Server 2008/2012/2016, Microsoft Exchange Server 2013/2016 * Good experience with Citrix (XenApp) and VMWare Server virtualisation technologies. * Experience in VMWare View VDI solution * Extensive knowledge of System Centre Configuration Manager – SCCM * Experience with User profile management * Experience in System Monitoring Software such as Manage Engine * VB or PowerShell Scripting, administration of Microsoft IIS or other similar technologies and systems design & implementation. * An understanding of a broad range of Enterprise Technologies, including Storage, Backup and SQL Server, Unix / Red Hat environment * Participation in an on call afterhours roster. * A University Degree in Information Technology, Engineering or related field is preferable * Relevant Certification such as MCSE, CCNA etc. | |
| MY RELATIONSHIPS TO NURTURE | Internal  * CDHB ISG Leadership Team * CDHB ISG Team Leads * CDHB ISG Team Members * WCDHB ISG Team * CDHB Managers * CDHB Employees | **External**   * Software vendors * Associated organisations * ICT Infrastructure vendors * Pegasus Health |
| MY WELLBEING, HEALTH AND SAFETY | **Care starts here**  Our people are the most important thing at Canterbury DHB. Ensuring we all come home healthy and safe each day is up to all of us. Safety starts with you:   * **Look:** It’s everyone’s responsibly to be on the lookout for risks. * **Make the right choice:** If you see a risk, either fix it yourself if that’s the right thing to do, or speak up so someone else can. If you’re not sure what to do look at the relevant policy and procedure.   Through working together, we can look after ourselves and those around us. | |