

# Role Description

## Systems Administrator



POWERHOUSE

Cluster	Enterprise, Investment and Trade
Agency	Museum of Applied Arts & Sciences
Division/Branch/Unit	Corporate Resources/ICT
Classification/Grade/Band	Clerk Grade 7-8
ANZSCO Code	262111
PCAT Code	
Date of Approval	October 2023
Agency website	Powerhouse.com.au

### Agency Overview

The Museum of Applied Arts and Sciences sits at the intersection of the arts, design, science and technology. It plays a critical role in engaging communities with contemporary ideas and issues. Established in 1881, the museum includes the Powerhouse Museum Ultimo, Sydney Observatory, and the Museums Discovery Centre in Castle Hill and will expand to include the museum's new flagship - Powerhouse Parramatta. The Museum is custodian to over half a million objects of national and international significance and is considered one of the finest and most diverse collections in Australia.

The Museum of Applied Arts and Sciences is undertaking a landmark renewal program which includes the creation of Powerhouse Parramatta, the largest cultural infrastructure project since the Sydney Opera House; the expansion of the Museum's Discovery Centre, Castle Hill, which includes expanded storage and new research and public facilities and the renewal of the iconic Powerhouse Museum in Ultimo. Key to the renewal is the assessment and digitisation of over 380,000 objects from the museum's collection, providing new levels of access.

### Primary purpose of the role

Working with the Head of ICT Operations, the System Administrator plans, develops, installs, troubleshoots, maintains, and supports operating systems (Windows, Unix / Linux, on-premises and in the Cloud), various services and associated server hardware, software, and databases, ensuring optimum system integrity, security, backup and performance to ensure delivery of the Museum's technology.

### Key Accountabilities

- Provide effective systems administration, support projects and solutions to ensure the delivery of high-quality services and the efficient execution of workflows across the museum.
- Provide technical support to the service desk team and users in application configuration, troubleshooting hardware and software issues for user devices and museum server infrastructure to ensure solutions are delivered with minimal downtime and a high standard of customer service in addition to responding to Action Level 2 Service Desk requests.
- Contribute to staff training in software and systems, including developing and delivering training documentation.
- Interpret requirements of non-technical users to determine user requirements of new systems and communicate information to users in non-technical terms.
- Configure, upgrade, and maintain Servers and Systems by patching and upgrading the operating system and firmware and contributing to enterprise solutions.

- Coordinate with the Service Delivery team and use management platforms to develop, deploy and maintain the standard operating environment for the desktop/mobile fleet.
- Follow and implement ITSM best practise (ITIL) for documentation, incident, problem and change management.
- Provide support to Head of ICT roles for all NSW Cyber Security alerts and provide technical oversight for software and hardware procurements.

## Key challenges

- Balance competing demands to ensure project deadlines and customer Service Level Agreements are met.
- Develop and maintain knowledge and technical capability across diverse and dynamic hardware, technologies, platforms, and applications.

## Key relationships

Who	Why
<b>Internal</b>	
Head of ICT Operations	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise and receive instructions</li> </ul>
Team members	<ul style="list-style-type: none"> <li>• Support team, work collaboratively to contribute to achieving multiple teams' business outcomes</li> </ul>
<b>External</b>	
Client/Customers	<ul style="list-style-type: none"> <li>• Resolve and provide solutions to issues</li> <li>• Provide information regarding relevant practices and standards</li> </ul>
External agencies	<ul style="list-style-type: none"> <li>• To facilitate technical partnerships and collaboration with external agencies</li> </ul>
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> <li>• Escalate unresolved support requirements</li> <li>• Establish requirements for upgrades and installations</li> </ul>

## Role dimensions

### Decision making

- Has some autonomy and is accountable for the delivery of specific systems and projects across the Powerhouse.
- Refers to supervisor for decisions that require a change to a strategic approach, that are likely to escalate, cause undue risk; create substantial precedent; or are outside of delegation limits.
- Plans, leads and organises their work to achieve agreed business objectives and performance criteria.
- Is an escalation point for Service Desk support queries and service incidents
- Submits reports, analyses, briefings and other forms of advice with the support of their supervisor.

### Reporting line

Head of ICT Operations

### Direct reports

Nil

### Budget/Expenditure

As per Powerhouse delegations

## Key Requirements

- Tertiary qualifications in Computer Sciences / Information Technology or relevant equivalent experience.
- Demonstrated extensive experience in the operations and support of business IT systems using ITSM.
- Demonstrated experience working experience in:
  - Azure and Windows administration and configuration.
  - Linux / Unix server and device administration and configuration.
  - Backup configuration, administration, and business as usual management (on-premises and cloud)
  - VMware configuration and business as usual management
  - Configuration and management of on-premises storage platforms (Xenon)
  - Server and EUC patch management (MECM)
  - Provision of new hardware devices windows and Linux server.
  - Scripting language experience (desirable)

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at [www.psc.nsw.gov.au/capabilityframework/ICT](http://www.psc.nsw.gov.au/capabilityframework/ICT)

The capabilities are separated into **focus capabilities** and **complementary capabilities**.


## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.


The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Display Resilience and Courage</b>  Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"><li>• Be flexible and adaptable and respond quickly when situations change</li><li>• Offer own opinion and raise challenging issues</li><li>• Listen when ideas are challenged and respond appropriately</li><li>• Work through challenges</li><li>• Remain calm and focused in challenging situations</li></ul>	Intermediate
 Relationships	<b>Communicate Effectively</b>  Communicate clearly, actively listen to	<ul style="list-style-type: none"><li>• Tailor communication to diverse audiences</li><li>• Clearly explain complex concepts and arguments to individuals and groups</li><li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li></ul>	Adept





## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	
	<b>Commit to Customer Service</b>  Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept
	<b>Work Collaboratively</b>  Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>• Encourage a culture that recognises the value of collaboration</li> <li>• Build cooperation and overcome barriers to information sharing and communication across teams and units</li> <li>• Share lessons learned across teams and units</li> <li>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>	Adept
 <b>Results</b>	<b>Think and Solve Problems</b>  Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>	
 Business Enablers	<b>Technology</b>  Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Identify opportunities to use a broad range of technologies to collaborate</li> <li>Monitor compliance with cyber security and the use of technology policies</li> <li>Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>	Adept





## Occupation specific focus capability set

Capability Set/ Skill	Category and Sub-Category	Level Descriptions	Level and Code
<b>Database administration</b>  	Delivery and operation	<ul style="list-style-type: none"> <li>• Uses database management system software and tools, and knowledge of logical database schemata, to investigate problems and collect performance statistics and create reports.</li> <li>• Carries out routine configuration, installation, and reconfiguration of database and related products.</li> <li>• Develops and configures tools to enable automation of database administration tasks. Identify problems and issues and recommend corrective actions.</li> </ul>	Level 4
	Service operation		DBAD
<b>Problem management</b>  	Delivery and operation	<ul style="list-style-type: none"> <li>• Initiates and monitors actions to investigate and resolve problems in systems, processes and services.</li> <li>• Determines problem fixes/remedies.</li> <li>• Assists with the implementation of agreed remedies and preventative measures.</li> </ul>	Level 4
	Service operation		PBMG
<b>Data management</b>  	Strategy and architecture	<ul style="list-style-type: none"> <li>• Takes responsibility for the accessibility, retrievability, security, quality, retention, and ethical handling of specific subsets of data.</li> <li>• Assesses the integrity of data from multiple sources.</li> <li>• Provides advice on the transformation of data/information from one format or medium to another.</li> <li>• Maintains and implements information handling procedures.</li> <li>• Enables the availability, integrity and searchability of information through the application of formal data and metadata structures and protection measures.</li> <li>• Manipulates specific data from information services, to satisfy defined information needs.</li> </ul>	Level 4
	Technical strategy and planning		DATM
<b>Database design</b>  	Development and implementation	<ul style="list-style-type: none"> <li>• Develops appropriate physical database or data warehouse design elements, within set policies, to meet business change or development project data requirements.</li> <li>• Interprets installation standards to meet project needs and produces database or data warehouse component specifications.</li> </ul>	Level 3
	Systems development		DBDS

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate