NSW Department of Communities and Justice
Senior Systems Administrator - Middleware
Corporate Services, ICT Enterprise CRM Applications and Platforms
Clerk Grade 9/10

Enterprise CRM Applications and Platforms provides support across a range of different application technologies to allow DCJ business units to deliver services in the areas such as managing courts, legal matters and administration, victim services, law reform and community partnerships. This support includes Tier 2 and 3 application technical support (bespoke, Commercial off the Shelf systems and Client Relationship Management), cloud platform maintenance and upgrades, vendor engagement and management, and minor enhancement tasks as required.

The Senior Systems Administrator – Middleware manages the day to day support tickets from the internal Service Management tool, ServiceNow. The middleware platform support includes:

- Websphere,
- IBM MQ,
- Tomcat/Apache,
- Windows and Linux servers,
- IBM HTTP Server and
- Websphere ESB.

Dynatrace is the monitoring and analysis tool used for multi-tiered enterprise systems.

The role is responsible for

- ensuring support ticketing is addressed in a timely manner,
- providing feedback to clients on likely resolution times or seeks confirmation for ticket closure,
- platform monitoring for performance purposes,
- managing system and/or platform resources to ensure application stability.

The Senior Systems Administrator – Middleware will also contribute to discussions surrounding application issues and/or implementation risks from a technical perspective, offering potential solutions to address such matters. In addition, they will either create or review deployment run sheets and maintain system support documentation.

The role is based in Sydney.