

<b>The Position:</b>	System Administrator
<b>Position Number/Classification:</b>	0300/ VPS 4.1
<b>Reports to:</b>	Head of Information Services
<b>Work Unit:</b>	Information Services
<b>Organisation:</b>	National Gallery of Victoria
<b>Location:</b>	180 St Kilda Rd. Melbourne 3004
<b>Date of Review</b>	19 October 2009
<b>1. Values</b>	Excellence, Integrity & Access
<b>2. Primary focus of the position:</b>	Provision of Apple Mac OS system administration and integration services for the NGV's information technology infrastructure.
<b>3. Accountabilities (duties):</b>	<p>In fulfilling the primary focus of the position the incumbent will typically:</p> <ol style="list-style-type: none"> <li>1. The primary responsibility is to manage and maintain the NGV's fleet of Apple Mac OS computers and their integration with the Windows Active Directory environment.</li> <li>2. Prioritise and resolve jobs allocated from the IS Helpdesk in a timely manner.</li> <li>3. Perform system administration tasks as required and provide 2<sup>nd</sup> level support to Helpdesk Administrator.</li> <li>4. Perform user account administration and manage processes to ensure that the Helpdesk Administrator and other IS staff adhere to the established procedures.</li> <li>5. Assist the IT Logistics and Training Co-ordinator with the operational aspects of the asset management function (ie. imaging, distribution, fault management)</li> <li>6. Co-ordinate the NGV's Managed Print Service including vendor liaison, first level support and distribution of vendor consumables as required.</li> <li>7. Contribute to departmental and team goals and participate in organisational initiatives and activities as required (including ensuring a safe and healthy environment for colleagues, visitors and stakeholders).</li> <li>8. Participate and support organisational change initiatives and model NGV values and behaviours.</li> </ol>
<b>4. The person – Key Selection Criteria</b>	<p>To achieve the purpose of the position, the following attributes are required:</p> <ol style="list-style-type: none"> <li>1. Excellent Apple Mac OS X system administration skills.</li> <li>2. Strong Apple Server OS X 10.x administration skills.</li> <li>3. Strong Unix scripting skills and experience.</li> <li>4. Significant experience integrating Apple OS X PCs with Windows Server 2003 Active Directory.</li> <li>5. Good Apple software packaging and deployment (including image creation) skills.</li> <li>6. Experience in internal IT infrastructure roles.</li> <li>7. Sound knowledge of latest generation Microsoft Windows in a Windows Server Active Directory and Exchange Server environment.</li> <li>8. Proven ability to diagnose and rectify hardware and software problems experienced by users.</li> <li>9. Well developed communication skills, including proven customer service skills.</li> </ol>

	10. Appropriate tertiary qualifications and certifications or equivalent industry experience.
<b>5. Key Relationships</b>	<p>Build and maintain effective working relationships across the NGV and with external key stakeholders; and in particular with the following:</p> <ul style="list-style-type: none"> <li>• NGV Staff</li> <li>• External Vendors</li> </ul>
<b>7. Other relevant information</b>	<ul style="list-style-type: none"> <li>• The National Gallery of Victoria is an Equal Opportunity Employer and operates a smoke free work environment.</li> <li>• Hours of duty will be according to work unit requirements.</li> <li>• All employees of the National Gallery of Victoria are required to undergo security clearances performed by Australian Federal Police, and are required to undergo Human Resources and Risk, Safety, Security &amp; Environment Inductions.</li> <li>• It is the employee's responsibility to familiarise themselves with, understand, and adhere to NGV's Policies &amp; Procedures as varied from time to time.</li> <li>• The NGV requires all employees to have an understanding of its Risk Management Framework.</li> <li>• Conditions of employment are pursuant to the NGV's Enterprise Agreement.</li> <li>• All new appointments are subject to a three-month probationary period which may be subject to review.</li> </ul>
<b>8. About the role statement</b>	<p>As the National Gallery of Victoria evolves to meet the changing needs of the Victorian Public, so will the roles required of its entire staff. As such, staff should be aware that this document is not intended to represent the role, which the occupant will perform in perpetuity. This role statement is intended to provide an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant supervisor as part of the National Gallery of Victoria's performance management process.</p>
<b>9. Manager Authorisation</b>	<p>Name : _____</p> <p>Signature : _____ Date : _____</p>
<b>10. Employee Acceptance</b>	<p>Name : _____</p> <p>Signature : _____ Date : _____</p>