

The Position:	Senior Network Administrator
Position Number/Classification:	6035 / VPS 5.1
Reports to:	IT Manager
Work Unit:	Assets, Facilities and Information Services
Organisation:	National Gallery of Victoria
Location:	180 St Kilda Rd, Melbourne, 3004
Date of Review	April 2015
Vision	Creating an inspiring future: Enriching our understanding of art and life.
Primary focus of the position:	Manage the core NGV network and associated ICT infrastructure to ensure it meets the gallery's business needs.
1. Accountabilities (duties):	<p>In fulfilling the primary focus of the position the incumbent will typically:</p> <ol style="list-style-type: none"> 1. Support the IT Manager and Information Services team to deliver high quality services to gallery staff and stakeholders. 2. Manage the day-to-day operations of the NGV's ICT infrastructure using current industry best practices in the areas of: <ul style="list-style-type: none"> • ICT configuration control, • ICT security, • ICT systems maintenance, • system and user documentation, and • disaster recovery. 3. Ensure all ICT infrastructure is appropriate for the NGV's business requirements in terms of fitness of purpose, capacity planning and licensing obligations. 4. Research and make recommendations about improvements to ICT infrastructure to meet changing business need. 5. Maintain an annual ICT maintenance plan and manage the implementation of the plan. 6. Manage and lead ICT infrastructure projects as required. 7. Mentor and support the learning and development of Information Services team members to ensure ongoing support for ICT operations. 8. Ensure that records are created and managed according to the Records Management policy and procedures. 9. 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). 10. Participate in and support organisational change initiatives and model NGV values and behaviours.
2. The person – Key Selection Criteria	<p>To achieve the purpose of the position, the following attributes are required:</p> <ol style="list-style-type: none"> 1. Extensive experience (minimum 5 years) in a role of similar scope coupled with appropriate tertiary qualifications and/or industry certifications (including CCNA, MCSE, MCTS). Proven experience with email, internet, intranet, security perimeters, network communications, server hardware, network operating environments, backup and restore functions. 2. Experience in maintaining a Windows based local area network and specific system

	<p>knowledge of NetApp/Quantum storage infrastructure, Cisco UCS server infrastructure, Microsoft System Centre, Microsoft Exchange 2010, Symantec Backup Exec, Cisco technologies, including CallManager, SAN solutions and VMWare.</p> <ol style="list-style-type: none"> 3. <u>Service Excellence</u>: identifies and responds to client's underlying needs, uses understanding of the client or stakeholder's organisational context to tailor services and ensure a high quality response, looks beyond the obvious to provide outstanding levels of service, constructively deals with service issues that arise in a timely manner and effectively manages risks to service delivery. 4. <u>Team Work</u>: cooperates and works well with others in the pursuit of team goals, collaborates and shares information and accommodates and works well with the different working styles of others. 5. <u>Relationship Building</u>: establishes and maintains relationships with people at all levels, promotes harmony and consensus through diplomatic handling of disagreements, forges useful partnerships with people across the business areas, functions and organisations, builds trust through consistent actions, values and communication and minimises surprises. 6. <u>Organisation and Planning</u>: sets clearly defined objectives and priorities and operates accordingly, reviewing and adjusting as required, identifies processes, tasks and resources required to achieve a goal, establishes systems and procedures to guide work and track progress and recognises actual and potential barriers and finds effective ways to deal with them. 7. <u>Project Management</u>: consults, liaises with and influences key stakeholders, produces detailed project plans where objectives are clearly defined and action steps for achieving them are clearly specified, monitors performance against objectives and manages project risks and issues and ensures project objectives are met. 8. <u>Problem Solving</u>: seeks all relevant information for problem-solving, investigates and probes for facts, liaises with stakeholders, analyses issues from different perspectives and draws sound inferences from information available and identifies and proposes workable solutions to problems.
3. Other relevant skills, knowledge & experience	<ul style="list-style-type: none"> • Demonstrated understanding of Equal Opportunity and Occupational Health and Safety, creating an environment that is free of discrimination, harassment and bullying.
4. Key Relationships	<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"> • Head of Assets, Facilities and Information Services. • Other senior staff. • Service providers and contractors.
5. Other relevant information	<ul style="list-style-type: none"> • The National Gallery of Victoria is an Equal Opportunity Employer and operates a smoke free work environment. • Hours of duty will be according to work unit requirements. • 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 & Environment Inductions. • It is the employee's responsibility to familiarise themselves with, understand and adhere to NGV's Policies and Procedures as varied from time to time. • The NGV requires all employees to have an understanding of its Risk Management Framework. • Conditions of employment are pursuant to the NGV's Enterprise Agreement. • All new appointments are subject to a three month probationary period which may

	be subject to review.
<p>6. About the role statement</p>	<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 in 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>
<p>7. Employee Acceptance</p>	<p>Name : _____</p> <p>Signature : _____ Date : _____</p>
<p>8. Manager Authorisation</p>	<p>Name : _____</p> <p>Signature : _____ Date : _____</p>