

ROLE DESCRIPTION

ROLE TITLE: Network and Systems Support Officer (Level 2)

CLASSIFICATION: ASO5

ROLE NUMBER: M00117

AGENCY: Department of the Premier and Cabinet

DIVISION: State Library of South Australia

BUSINESS UNIT: Technology, Systems and Infrastructure

REPORTS TO: Team Leader Infrastructure

ROLES REPORTING TO THIS ROLE: N/A

BUDGET: N/A

ROLE PURPOSE:

The Network and Systems Support Officer (Level 2) is responsible for the project management, operation, configuration, and implementation of planned changes to the State Library of South Australia (SLSA) local and state-wide networks, and progressing various technical improvement projects.

This role is required to liaise with key stakeholders and work in collaboration with staff and customers, to contribute to the strategies, processes, and policies to help ensure SLSA's and its customers' needs are well addressed.

This role provides a senior level 2 support service by recommending technical solutions as improvements to the team, leading the setup and ongoing education and support of new technologies, and assisting in cyber security across all ICT operations.

KEY OUTCOMES OF ROLE:

1. Contribute to the initiation, design, development and implementation of discrete technical projects and assist with project outcomes, budget, timelines, opportunities, and risks.
2. Contribute to the efficient and effective operation of the local and wide area network, equipment and systems by:
 - a. Monitoring the ongoing performance of the network and carriage;
 - b. Working closely with external service providers as a point of contact for suppliers of infrastructure, network, and carriage related issues;
 - c. Co-ordinating changes across the networks;
 - d. Conducting fault diagnosis, analysis and resolution of network communications and infrastructure problems;
 - e. Ensuring the performance and security of the SLSA systems by reporting any irregularities to the appropriate contracted providers;
 - f. Ensuring the public library's PLAIN network remains physically separate to the SLSA corporate StateNet network via a physical air-gap;
3. Assist maintaining records relating to all ICT assets and software licences.
4. Contribute to the development, implementation and review of ICT projects and initiatives delivered by:
 - a. Working with customers and stakeholders in the design and planning of projects and initiatives;
 - b. Actively contribute to strategic planning for future infrastructure, network, security and desktop requirements;
 - c. Providing research and investigation into ICT project initiatives;
5. Identify business improvement opportunities and recommend solutions using contemporary technologies to solve complex problems, and reduce the ongoing support requirements.
6. Undertake projects in accordance with established project management standards and methodologies, applying best practice in stakeholder engagement, collaboration, and change management.
7. Assist with ensuring the system administration functions on ICT corporate systems are managed and the helpdesk staff are supported and mentored technically.
8. Assist with ensuring that all project, technical guides and associated service management procedures are documented.
9. Ensure that across government mandates and initiatives are understood with new directions implemented as required.

KEY RELATIONSHIPS / INTERACTIONS:

- SLSA staff
- Key vendors and suppliers
- South Australian Public Library staff

SPECIAL CONDITIONS:

- Applicants will be required to undergo the appropriate and relevant Employment Screening Assessment(s) required for this role in line with the DPC Employment Screening Policy.
- This role requires (please select those relevant for the role):
 - ☒ National Police Check (required for all roles)
 - ☐ Working with Children Check
 - ☐ Security Clearance (including Baseline, Negative Vetting Level 1, Negative Vetting Level 2, Positive Vetting)
- The Incumbent will be required to participate in the department's Performance Management Program.
- The Incumbent may be required to participate in an on-call support roster periodically.
- The Incumbent may be assigned to another position at this remuneration level or equivalent.
- The Incumbent may be required to participate in recovery activities relating to emergency management.
- The Incumbent may be required to participate in out of hours work.
- The Incumbent may be required to participate in intrastate and interstate travel.
- A current driver's licence is desirable.

KEY SELECTION CRITERIA:

Technical Expertise

- A working knowledge of TCP/IP networking, Fortinet firewalls and wireless access points, Cisco routing, and Microsoft technologies.
- A good understanding of Whole of Government ICT policies, procedures, and mandates and the objectives and operations of Public Library Services and the State Library of SA, and the South Australian public library network.
- A working knowledge of the South Australian Cyber Security Framework (SACSF) and cyber security principles and their application in a centralised ICT environment.
- A working knowledge of Microsoft Intune, Azure, and Microsoft 365, and Microsoft Windows in relation to managing our managed PC offering to public libraries.
- A working knowledge of ITIL and ITSM.

Personal Abilities

- Ability to work independently under limited direction and with a high level of attention to detail, to plan and prioritise conflicting demands in an ever-changing operational environment, to see tasks through to completion in a timely manner, and to administratively record and file information for future use by the Library.
- Excellent written, interpersonal, and verbal communication skills, and strong customer service orientation and demonstrated commitment to the achievement of customer needs, and guiding staff in the application of technology.
- Strong research, investigation, and analysis skills.

Experience

- Proven experience working within multiple vendor support contracts who are contracted to provide and administer a complex network infrastructure including firewalls, routers, and switches, and a complex cloud application environment.
- Proven project work experience with a sound knowledge of project management principles and processes.
- Proven competence in supporting a service-oriented team in an ICT Service Desk environment and providing technical support to a distributed remote network of customers.

SOUTH AUSTRALIAN PUBLIC SECTOR PURPOSE

- Making a difference so South Australia thrives

SOUTH AUSTRALIAN PUBLIC SECTOR VALUES

- | | |
|-------------------|--------------------------------|
| ▪ Trust | ▪ Collaboration and Engagement |
| ▪ Service | ▪ Honesty and Integrity |
| ▪ Professionalism | ▪ Courage and Tenacity |
| ▪ Respect | ▪ Sustainability |

CORPORATE RESPONSIBILITIES

Incumbents are responsible for:

- Keeping accurate and complete records of business activities in accordance with the *State Records Act 1997*.
- Maintaining a commitment to the [Public Sector Act 2009](#), [The Code of Ethics for the South Australian Public Sector](#), and the legislative requirements of the *Public Sector Act 2009* and [Work Health and Safety Act 2012](#).
- Creating and maintaining a diverse, accessible, inclusive and culturally safe workplace to enable us to reflect our community.
- At all times acting in a manner that is non-threatening, courteous, respectful, and consistent with DPC's accreditation as a White Ribbon workplace.
- Demonstrating a genuine commitment to Reconciliation, and the achievement of Reconciliation Action Plan outcomes.

CORE COMPETENCIES & ASSOCIATED BEHAVIOURS EXPECTED AT THIS CLASSIFICATION

Supports and Implements the Strategic Direction

- ☒ Understands the big-picture and contributes to the development of strategic direction
- ☒ Understands and supports organisational goals and business objectives
- ☒ Understands, supports and promotes organisational goals and business objectives
- ☒ Steers and implements change
- ☒ Identifies, defines and solves complex problems relating to the teams' work objectives
- ☐ Identifies broader factors, trends & influences across the Public Service that may impact on the teams work objectives

Achieves Results

- ☐ Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes
- ☒ Evaluates alternatives objectively and uses evidence, knowledge and experience to deliver the best result
- ☒ Ensures compliance with Public Sector legislation, regulations and policies
- ☒ Monitors project performance and takes action to improve the delivery of quality outcomes as required
- ☒ Values specialist expertise and capitalises on the knowledge and skills of self and others

Enhances Business Excellence

- ☒ Actively supports and seeks new innovative initiatives and is responsive to change methodology to implement these
- ☒ Keeps abreast of market trends, developments and economic/legislative changes to meet current and future organisational needs
- ☒ Identifies learning opportunities. Gives timely praise and recognition. Deals with underperformance promptly, and works towards agreed performance standards
- ☒ Embeds a strong customer service ethos by understanding needs
- ☐ Monitors expenditure, manages procurement and contract procedures and identifies the appropriate use of resources

Cultivates Productive Working Relationships

- ☒ Listens to and considers different ideas and discusses issues credibly and thoughtfully. Identifies other people's expectations and concerns
- ☒ Can identify conflict in situations and acts sensitively, objectively and constructively to de-escalate conflict
- ☒ Works collaboratively and shares information with own team and seeks input from others
- ☒ Builds and sustains positive relationships with team members, stakeholders and clients
- ☒ Confidently communicates messages in a clear and concise manner using appropriate language

Exhibits Personal Drive and Professionalism

- ☒ Acts with integrity & promotes consistency among principles, organisational values and ethical behaviour
- ☒ Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from them
- ☒ Persists and focuses on achieving objectives in difficult circumstances responding in a positive and controlled manner
- ☒ Self-evaluates performance and seeks feedback from others. Recognises how behaviour impacts on others. Committed to self-development
- ☒ Contributes to a culture that values and respects diversity and models this in all interactions
- ☒ Ensures standards for the safety and wellbeing of self and others are maintained