

Role Description

(Non-Manager)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Senior Systems Administrator

Division: Corporate, Heritage and Climate Action

Classification Level: AS06

Branch/Unit: Information and Communication
Technology Branch / Infrastructure Unit

CHRIS Position Number: M21610

Reports to (Title): Manager Systems Services

About the Agency – [Department for Environment and Water](#)

About the Role

The Senior Systems Administrator plays a vital role in ensuring the smooth operation of DEW's technology infrastructure and supporting the department's business priorities and strategic goals. The role is essential for ensuring the stability, integrity, and efficient operation of DEW's computer systems and networks and positioning ICT to meet changing business needs.

The Senior Systems Administrator is responsible for delivering a wide range of highly skilled, specialist technical services to provision, support, maintain and improve DEW's ICT Windows server systems and their associated infrastructure.

As a key member of the ICT Branch, they will strengthen the capabilities of Systems Services and other ICT teams and reduce single points of failure with documentation, skill sharing and inclusive work behaviour.

Key Role Outcomes

- Provide clients with reliable access to ICT systems by monitoring and maintaining systems to be healthy, available, supported, and secure and ensure customers are consulted on integration requirements for existing and new systems and products.
- Provide expert technical advice on complex matters relating to Windows server application administration and the provisioning of future upgrades.
- Enable clients to use new ICT features to assist their business outcomes and improve ICT management, by keeping ICT systems updated to latest stable releases.
- Provide new client services and enhance systems management, by contributing to the design and implementation of new ICT systems and establishing and maintaining of a robust and scalable ICT architecture within a LAN/WAN/Cloud environment.
- Ensure ICT components of business-initiated projects align with DEW ICT direction, available infrastructure, and security requirements by providing expert technical advice.
- Reduce client downtime using advanced troubleshooting techniques to identify causes and resolve issues with ICT systems.
- Strengthen the capabilities of Systems Services and other ICT teams and reduce single points of failure with documentation, skill sharing and inclusive work behaviour.

Essential Criteria (including qualifications)

- Extensive experience in Windows system administration in an enterprise environment including Active Directory, Group Policy, dns, dhcp, dfs, print services, IIS, Hyper-V, Remote Desktop Services, EntraID.
- Extensive experience in enterprise infrastructure management including virtual and physical servers and appliances, strong understanding of LAN / WAN / Cloud networking and remote access.
- High level skills in Windows server administration and monitoring using products such as SCOM, SCCM, LogAnalytics.
- Strong understanding of enterprise system security requirements and security control implementation.
- High level skills and experience in the following disciplines:
 - Enterprise hardware management
 - Enterprise storage
 - Cloud hosted service management
 - RADIUS authentication services
 - Enterprise firewalls
 - Enterprise load balancers
- Exceptional analytic and investigative trouble shooting skills are essential, and advanced scripting and automation abilities are highly regarded.
- Proven ability to work as a collaborative team member with experience providing level 3 client support and managing escalations.
- High level skills in documenting procedures and policies.

Desirable Criteria

- A tertiary qualification in Information and Communication Technology or similar and / or industry qualifications are considered highly desirable.

Key Relationships/Interactions

- Works collaboratively with peers within the Systems Support Team and other Teams within the Infrastructure Unit.
- Liaises with Business Systems Administrators for supported Agency ICT systems.
- Provides advice and instruction to Service Delivery Desktop Support / Helpdesk staff to resolve and manage escalated support tasks.
- Communicates with vendors and providers of software and hardware for support and maintenance, and State Server Management.

Special Conditions

- May be required to participate in responses to state emergencies or associated duties.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia without restrictions.
- Prior to being employed, the successful candidate will be required to provide a valid Nationally Coordinated Criminal History Check (NCCHC), which is required to be renewed every three years. DEW will cover the cost of renewal.

- May be required to undertake intra or interstate travel, occasional overnight absences, and work outside of the normal hours of work.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	<ul style="list-style-type: none"> • Thinking and Acting Strategically 	<ul style="list-style-type: none"> • Flags potential options for dealing with issues and implications. • Makes strategic judgments and presents options based on implications of analytical thinking.
Achieves Results	<ul style="list-style-type: none"> • Delivering Effective Outcomes • Assuming Accountability 	<ul style="list-style-type: none"> • Sets priorities for self and manages workflow in order to achieve outcomes on time. • Uses performance data – reports and measures - to monitor the delivery of outcomes. • Takes responsibility for own actions. • Establishes own credibility by demonstrating competence, sound judgement, knowledge and professionalism.
Drives Business Excellence	<ul style="list-style-type: none"> • Promoting Customer Service • Facilitating Quality and Continuous Improvement 	<ul style="list-style-type: none"> • Seeks to understand the needs and issues of a diverse customer base. • Establishes mechanisms for gathering feedback from customers about service quality and possible service improvements. • Benchmarks current services against ‘best practice’. • Recognises problems as opportunities for improvement and facilitates discussion and/or development of processes to address these.
Forges Relationships and Engages Others	<ul style="list-style-type: none"> • Communicating and Managing Conflict 	<ul style="list-style-type: none"> • Clearly communicates own perspective frankly and diplomatically on an issue. • Employs mediation skills in managing conflict appropriately with regard to customers and key stakeholders.
Exemplifies Personal Drive and Professionalism	<ul style="list-style-type: none"> • Displaying Flexibility and Resilience 	<ul style="list-style-type: none"> • Maintains a positive outlook when under pressure and is composed in the face of setbacks. • Balances competing demands in a calm manner.

Work Health and Safety

Contribute to workplace safety

- Accepts responsibility for own and others safety.
- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and identifies risk controls where appropriate.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- Actively participate in the Department's Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people and act in accordance with the Child Safe Environment Policy and Procedure at all times.

Date Delegate approved original classification:	28/02/2023	Original Class method:	Full
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Approved