

Position Description

Position title: Senior System Administrator

Date established: November 2021

Reports to: Director, Information Technology

Direct Reports: None

Employment status: Up to 24 months with the possibility of extension, 1.0 FTE

Background

The Sax Institute is an independent, not-for-profit organisation that improves health and wellbeing by driving better use of evidence in policies, programs and services.

The Sax Institute has an international reputation as an evidence specialist, and nearly 20 years' experience in translating research findings into policy, drawing on our own expertise as well as that of our more than 50 member organisations. We work with governments, health organisations, research organisations and a network of experts nationwide to analyse policy problems and find the best evidence-based solutions.

Our Research Assets Division includes some of our flagship programs - the 45 and Up Study (the largest ongoing study of health and ageing in Australia) and the Secure Unified Research Environment (SURE) that approved researchers use to conduct analysis of sensitive linked data.

Division / Program Area – Research Assets

The Research Assets Division has primary responsibility for the following Institute goals:

- Build and maintain research assets that enable high-quality research and produce new knowledge for decision making
- Drive research that contributes to policy, program and service delivery decisions.

SURE provides remote and secure access to sensitive health records from more than 25 data custodians to over 500 Australian researchers. The SURE Enhancement Project currently underway represents the most significant opportunity since its creation 2011 for SURE to better serve the needs of custodians and researchers. The Project will be completed in 2021 and includes significant investment in SURE systems and people.

Purpose of position

The primary role of the Senior Systems Administrator is to provide technical support for the operations of the SURE facility. The position needs to have strong analytical and problem solving skills with a focus on continuous improvement, growth and scalability.

Key accountabilities

Key accountabilities	Performance expectations
Customer Support and fulfilment of business operations requests	<ul style="list-style-type: none"> • Provide technical support and service delivery directly to users of the facility • Configure and implement secure workspaces for authorised users of SURE.
Ensure the efficiency and effectiveness of IT infrastructure and service delivery for the Institute	<ul style="list-style-type: none"> • Provide an escalation point and troubleshooting for support, systems and Infrastructure problems • Provide technical support for the SURE hardware and software environment and liaise with vendors as required • Work closely with external system integrators to design, implement and test the range of technologies • Monitor/manage the SURE technology infrastructure on an ongoing basis to ensure high availability • Proactively monitor capacity of the SURE facility and develop and implement capacity plans.
Provide technical advice and guidance to the Institute	<ul style="list-style-type: none"> • Assist with evaluation and implementation of new technologies for the Institute's network • Identify areas of improvement to management • Escalate systems and infrastructure related issues to IT management as appropriate.
Information Security implementation, administration and awareness	<ul style="list-style-type: none"> • Maintain information Security Awareness across all technical infrastructure • Maintain documentation and comply with policies as identified within the ISMS as per ISO27001 standards • Maintain awareness of ASD, ISM controls and ensure compliance where contractual obligations exist.
IT Project work	<ul style="list-style-type: none"> • Assist with evaluation and implementation of new technologies as appropriate for the Institute • Identify and manage upgrade and maintenance projects to improve systems and operational practices.

Qualifications, Skills, Experience and Personal qualities - Selection Criteria

To be successful the Senior System Administrator should demonstrate the following technical and behavioural competencies:

Essential

- 5+ years of 2/3rd level technical systems experience in an environment comprising multiple technologies
- Strong experience with Microsoft Windows Server (2012/2016) and Windows 10 desktop environments
- Strong experience with server and desktop virtualisation technologies (Hypervisor, VMWare)
- Good experience with Citrix
- Experience in networking supporting switches and firewalls. HP, Juniper and Cisco preferred.
- Ability to communicate effectively in both oral and written form with internal and external clients and contractors
- Strong technical and troubleshooting skills.

Desirable

- Microsoft and/or Citrix certifications
- Good experience in Linux(Ubuntu)
- Experience in ISO27001 compliance or other security framework would be highly desirable.
- Any certifications in a Project Management framework
- Any experience with cloud migration or hybrid cloud strategy
- Any experience working in a Managed Service Provider(MSP)
- Any experience with Virtual computer performance monitoring, statistical applications(SAS,R,SPSS) or AI/HPC applications

Challenges

- Complex environment utilising a broad range of technologies
- An understanding of SURE End users experience when implementing key technical controls.

Key stakeholders and relationships

- SURE End users technical support and solution discussions
- Working closely with Business Managers in delivery of the SURE platform to end users