Position Title: Junior IT Systems Administrator

Campus: Any

Directorate: Chief Financial Officer

Department: Digital Health / Grampians Health

Reporting to: Direct: Systems Administration Team Leader

                         Indirect: IT Systems Manager; Director Digital Health - Infrastructure

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Administration Grade 2 (HS2)

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health & Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over $700m.

Collaboration	*Compassion*	*Accountability*	*Respect*	*Innovation*
We are stronger together.	*We show that we care.*	*We do what we say and say what we do.*	*We appreciate and value all people.*	*We adapt and innovate to achieve best outcomes.*
Recognising and utilising strengths to share knowledge, solve problems, build relationships, and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness, and empathy.	Openness, honesty, and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Junior Systems Administrator is responsible for supporting the administration, maintenance, and day-to-day operation of application, database, web, file, and print servers, as well as a range of business and clinical systems. This role contributes to the stability, availability, and performance of core IT services across the organisation.

Working under supervision, the Junior Systems Administrator assists with the build and ongoing maintenance of server environments, including the installation, testing, and deployment of operating system and application patches and upgrades. The role involves supporting system configuration, conducting basic performance monitoring, and performing routine backup and recovery tasks to ensure system reliability.

The Junior Systems Administrator plays a role in diagnosing and resolving system issues, providing initial investigation and triage of Level 2 and Level 3 incidents in collaboration with senior technical staff.

As a member of the Information Technology team, the appointee will actively contribute to team performance and service delivery in alignment with the Grampians Health Mission, Vision, and Objectives.

KEY ACCOUNTABILITIES

Systems Software Administration & Production Services (Regional Campuses)
- Troubleshooting and fault rectification for server-based operating systems, database management systems, and application/web servers.
- Performing regular maintenance activities on server hardware, server operating systems, application servers, database management systems, file storage, print servers, backup, and back-office applications.
- Installation & testing of software and operating system patches/upgrades.
- Monitoring the performance and availability of servers and core applications running on those servers.
- Supporting the Senior IT System Administrator and Field Services Engineers.
- Assist in ensuring Grampians Health's IT security is kept at a high standard by ensuring that all work completed is done so by incorporating appropriate security controls when designing or updating any system.

Helpdesk/Client Liaison/Customer Service
- Triage incoming level 2 and 3 support tickets and act as an initial point of escalation for Systems team.
- Record and update work completed in the IT Service Desk system in a timely and inclusive manner.
- Assist to identify and troubleshoot issues for the best resolution path.

Teamwork
- Assist Desktop & Helpdesk Support by providing guidance and leadership when resolving any IT issues.
- Collaborate with the GH/GRHA System Administration team for cohesive system design and solutions.
- Collaborate with network engineers for effective solutions design and configuration.

Documentation, Planning & Policy Development
- Assist with the implementation and maintenance of Grampians Health's IT Disaster Recovery and Business Continuity plans.
- Ensure documentation and procedures for existing systems is kept up-to-date and that new documentation is created for any new systems or processes.
- Assist in defining and implementing standard server operating environments.
- Assist in the investigation, design and implementation of policies, procedures, and tools in support of the above.

Management
- Participate in internal meetings as requested and required

- Participate in industry level user groups as required
- Liaise with other information providers/managers within GH/GRHA to contribute to a co-ordinated and cohesive information management strategy.
- Undertake other duties as directed within Information Management

KEY SELECTION CRITERIA

Qualifications and Experience
- Tertiary degree in information technology, computer science or computer systems engineering discipline, or relevant Industry Certifications such as MCSA/MCSE, VCP, etc.; and relevant industry experience.
- Demonstrable experience in Microsoft Windows environments including work with Active Directory, Exchange, SQL, and other core Microsoft infrastructure servers.
- Experience in delivering IT services in medium to large organisations.
- Experience in administration and maintenance of Unix/Linux servers, virtual app/desktop and thin client solutions (such as Citrix or VMware), network infrastructure and load balancing technology, hybrid cloud solutions and technologies, Health Integration Engines would be highly desirable.

Technical/Professional Knowledge and Skills
- Knowledge of Microsoft Server operating systems, services, and applications
- An understanding of emerging technologies and the role and application of these to application and server maintenance
- General knowledge of current operating systems, networks, servers, and back-office systems including access control systems, email systems, security management systems, directories, file and print servers, web and application servers and database management systems
- Understanding of the ITIL Framework would be an advantage
- Installing software patches and updates in Microsoft server systems
- Experience using PowerShell or other programming languages would be desirable
- **Planning & Organising:** Establishing courses of action for self and others to ensure that work is completed efficiently.

Work Environment
- Work on-site with the ability to work remotely if required.

Personal attributes

- Excellent attention to detail, with demonstrated high level analytical, conceptual, and problem-solving skills
- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Initiating Action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.

Interpersonal Skills

- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose, and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.

- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing, and empowerment of children.

- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.

- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.

- You must ensure that the affairs of Grampians Health, its patients, clients, and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.

- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.

- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing, and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.

- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.

- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.