

Position Title: Senior IT Systems Administrator

Campus: Ballarat

Directorate: Chief Financial Officer

Department: Digital Health

Reporting to: Direct: IT Systems Manager
Indirect: Director Digital Health - Infrastructure

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Administration Grade 5 (HS5)

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

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
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 Senior IT Systems Administrator role has responsibility for administering and maintaining application, database, web, file and print servers as well as general operation of business and health applications.

Senior IT Systems Administrator activities include building and maintaining servers by means of installing and testing patches and upgrades to operating systems, configuration, performance monitoring, backups, developing and testing scripts, database administration, setting up test environments, and assisting with the diagnosis and rectification of faults.

The Senior IT Systems Administrator assists IT System Manager and IT Systems team leader in defining and implementing standard server operating environments and core application strategies. This role within the Digital Health Infrastructure team, will support the technology Infrastructure implementation within Ballarat Base Hospital Redevelopment (BBHR).

KEY ACCOUNTABILITIES

Systems Software Administration & Production Services

- Lead the diagnosis, escalation and resolution of complex faults across server operating systems, database platforms, and application and web server environments, ensuring service restoration and root-cause remediation.
- Oversee planned maintenance and lifecycle management for server hardware, operating systems, application and database platforms, enterprise storage, print services, backup solutions and critical back-office applications.
- Plan, coordinate and assure the installation and testing of software and operating system patches and upgrades, including risk assessment, change control, rollback planning and stakeholder communication.
- Establish and monitor performance, capacity and availability standards for servers and core applications, proactively addressing trends and risks before they affect service delivery.
- Provide technical leadership for the design, governance and ongoing support of the enterprise server infrastructure.
- Provide technical direction, coaching and escalation support to junior systems administrators and Field Services Engineers, building capability and promoting consistent operational practices.
- Championing secure-by-design practices across all infrastructure changes, ensuring appropriate security controls, technical standards and risk treatments are embedded in the design, implementation and ongoing management of systems.

Helpdesk/Client Liaison/Customer Service

- Ensure service requests, incidents, problems and changes are accurately documented and maintained in the IT Service Desk system, providing clear ownership, timely updates and appropriate stakeholder communication.
- Provide senior-level triage and technical oversight for complex issues, determining the appropriate resolution pathway, coordinating escalation and ensuring service outcomes meet operational priorities.

Teamwork

- Provide technical leadership, coaching and escalation support to Desktop and Service Desk teams in resolving complex incidents and improving first-contact resolution capability.
- Lead cross-functional collaboration with network engineers to develop secure, resilient and supportable solution designs aligned with enterprise architecture and operational standards.
- Partner with GH/GRHA System Administration teams to establish consistent technical standards, coordinate solution design and deliver cohesive enterprise-wide outcomes.

Documentation, Planning & Policy Development

- Lead the design, implementation, testing and continual improvement of Grampians Health's IT Disaster Recovery and Business Continuity arrangements, ensuring alignment with organisational risk, resilience and recovery requirements.
- Establish and govern documentation standards for existing and new systems, ensuring operational procedures, technical designs, support models and knowledge records remain accurate, complete and fit for purpose.

- Define, implement and maintain standard server operating environments, providing technical assurance that platforms comply with architecture, security, performance and lifecycle requirements.
- Lead the investigation, development and implementation of policies, procedures, standards and enabling tools that strengthen governance, operational consistency and continuous improvement.

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 with VMware enterprise solutions.
- Experienced 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

- An in-depth 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
- Broad 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.
- Ability to co-ordinate 3rd parties to provide input to the analytical process for interface testing
- Installing software patches and updates in Microsoft server systems
- Structured programming skills including experience using PowerShell
- **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.