POSITION DESCRIPTION

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THRIVES

Government
of South Australia

SOUTH AUSTRALIA

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Position Description

Title: ICT Support and Systems Administration

Purpose of the position

The ICT Support & Systems Administrator is responsible for ensuring the reliability, integrity, and security of the South Australian Tourism Commission's (SATC) technology environment. The role provides second-level technical support and systems administration across desktops, laptops, and core infrastructure, including proactive management of backups, imaging, and patching. It delivers timely analysis and resolution of hardware, software, and network issues to maintain smooth operations.

The ICT Support & Systems Administrator works closely with the Senior System Administrator and the Cybersecurity Analyst to maintain compliance with South Australian Government security frameworks, ensure system resilience, and implement improvements. The position also liaises with third-party vendors and offers guidance to first-level Service Desk staff to deliver excellent customer service. By maintaining a stable and secure ICT environment and supporting continuous improvement, the incumbent enables SATC staff to focus on delivering tourism outcomes for South Australia.

Position Title:	Reports to:	Position Classification:
ICT Support and Systems Administration	Directory, Information Technology, Security and Risk.	ASO5 Non-Executive Contract
Group / Unit:	**Location:**	**Direct reports:**
ICT, Corporate Services	Level 9, SA Water House, 250 Victoria Square	NIL

Our Values

GO BOLDLY
We thrive on taking risks and enjoy stepping outside our comfort zone.

DIG DEEPER
We never settle for simply scratching the surface. We're hungry for knowledge, fresh ideas and innovations.

CAN DO
We believe there's nothing we can't do as a team.

SHARE THE LOVE
We have a passion for excellence and exceeding expectations.

Essential Criteria

QUALIFICATIONS

- Certificate IV in Information Technology or equivalent.
- At least 5 years working in an ICT environment
- Additional relevant technical qualifications

SKILLS, EXPERIENCE AND KNOWLEDGE

- Knowledge of providing support and guidance across the Microsoft ecosystem including active Directory, SharePoint and Azure environments
- Experience in delivering and supporting Microsoft 365 and associated technologies
- Ability to prioritise problems and requests
- Strong communication skills with stakeholders
- Analytical problem-solving skills
- Having a cyber first attitude toward risk
- Experience in oversight and continuous improvement of a Microsoft Windows Server, Azure and Active Directory Domain environment.
- An extensive knowledge of and experience in providing guidance for Microsoft Office 365 and other Microsoft products in a networked environment.
- Knowledge and understanding of customer service as it relates to an IT environment

Desirable Criteria

- Sound knowledge of Microsoft Dynamics, Exchange, Endpoint Manager, InTune, SQL Server and Power Platform tools (Power Automate, Model-Driven Power Apps, Power Pages / Power Apps Portals, Power BI)
- Working knowledge of backup hardware and software.
- Experience supporting Apple and Android mobile software and devices.
- Experience in delivering training to internal users on new platforms
- Delivering change management within organisations
- Knowledge of Commvault backup software
- Database support
- Knowledge of domain name registrars, DNS and website hosting technologies.

Competencies	
Continuous Improvement	Continuously seeks (or encourages others to seek) opportunities for different and innovative approaches to address organisational problems and opportunities. Facilitates the use of knowledge or help from outside the workplace. Advocates the need for self or others to seek a better way to address work process issues.
Influencing	Uses appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers, superiors) toward desired outcomes. Modifies behaviours to accommodate tasks, situations and individuals involved.
Technical and Professional Knowledge	Consistently demonstrates a high level of technical and professional skills and knowledge, actively broadening expertise and staying well ahead of current developments and trends in relevant fields.
Problem Solving	When confronted with a problem tries to understand the bigger picture and gathers appropriate information to consult with others and to come to a decision regarding the best possible solution.
Change Management	It is essential to follow best practice in Change Management to ensure that all technology and process changes are planned, assessed for risk, communicated, and implemented in a controlled way, minimising disruption to business operations and maintaining compliance with security and governance requirements

Key Responsibilities

Technical Support

- Provide customers with guidance in the effective use of software packages and peripheral devices that are relative to their team/unit projects and tasks.
- Deliver advice and solutions to SATC operational areas relating to Microsoft technology stack, modern workplace principles and concepts, digital transformation, and overall business operations.
- Provide second-line resolution of complex incidents and service requests across desktops, laptops, mobile devices, printers, and related hardware and software.
- Proactively monitor endpoint performance, apply patches and firmware updates, and manage asset lifecycles.
- Administer and maintain Microsoft Azure/Active Directory, Windows servers and virtualised environments.
- Manage, test and document enterprise backup and disaster recovery processes (e.g. Commvault), ensuring data integrity and business continuity.
- Coordinate system maintenance and upgrades with the System Administrator to minimise downtime.
- Assist with vulnerability management, log reviews, and incident response activities.
- Maintain accurate technical documentation, configuration records, and system diagrams.
- Contribute to the ICT knowledge base and provide guidance to Service Desk staff to enable first-line resolution.

Planning and Organisation

- Management and procurement of contract for secure domain name services.
- Responsible for ensuring all hardware and software assets owned by SATC are documented, secure and maintained part of 'Asset Management' requirements for the South Australian Cyber Security Framework (SACSF).
- Share business and system knowledge with the support team by educating and leading them through how to develop and improve systems.
- Recommend strategies and assist with implementation of ICT changes required to be in line with South Australian Government requirements and industry standards.
- Responsible for creating and updating relevant ICT support documentation to assist with staff development in software and hardware use.
- Manage all software licences, registration numbers and ensure information is stored in software asset management system.

PERFORMANCE MEASURES

- All hardware and software asset information is accurately stored in the asset management system and easily accessible.
- All ICT technical documentation is up to date and easily obtainable by end users.
- Escalated Help Desk issues are promptly and efficiently addressed, ensuring timely resolution of complex technical problems and minimal disruption to business operations.
- Patching and security updates rolled out with cyber security plan acceptable timescales.

ORGANISATIONAL CONTRIBUTION / SAFETY AWARENESS

- Adhere to SATC policy and procedures on all matters relating to health and safety.
- Ensure that SATC vehicles are maintained in accordance with SATC Motor Vehicle Policy, attend driver training, and drive according to the law and prevailing conditions.
- Follow the principles of a sustainable working environment by following organisational greening initiatives

Special Conditions

- The appointment will be subject to a 6-month probation period. Continuation of the contract is conditional upon the achievement of performance objectives and the allocation of sufficient funding.
- The incumbent will be required to undertake an annual performance agreement with their direct manager, using the SATC's Performance Development process.
- Take personal responsibility for understanding and complying with the South Australian Tourism Commission policies on WHS, equal employment opportunity and public administration.
- The incumbent is responsible and accountable for keeping accurate and complete records of their business activities in accordance with the State Records Act 1997.
- It is the policy of the Commission that staff can be reassigned to other positions or roles consistent with their classification level to meet changing work demands and/or their personal development needs.
- The incumbent may be required to undertake a relevant national police check or employment screening check
- Class C Drivers Licence and willingness to drive
- Out of hours work, intrastate and interstate travel may be required.

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Executive Manager	Line Manager	Incumbent
Stephanie Rozokos Chief Operating Officer. Corporate Services	**Monica Nemeth** Director Risk, Information Technology & Security Corporate Services	**Vacant** ICT Support & Systems Administrator
_____ Signed	_____ Signed	_____ Signed
_____ Date	_____ Date	_____ Date