



POSITION DESCRIPTION

Position Title:	IT EUC System Administrator
Cluster / Business Unit / Division	Information Technology
Section or Unit:	EUC System Support
Classification:	Band 4
Job Family:	ICT & Digital Solutions
Position Description Number:	PD-2372
Work Contract Type:	Technical
STEMM/NON-STEMM:	STEMM
STEMM CATEGORY:	Technical

POSITION PURPOSE

The IT EUC System Administrator will be responsible for the system administration and enhancements of the End User Computing (EUC) within ANSTO. Working closely with the IT EUC System Lead and with the other IT Teams the role will ensure that EUC systems are managed and maintained to meet the needs of the business and comply with the ITIL Framework.

The position has the responsibility of administering the IT Service Management Software Platforms regarding maintenance, configuration, compliance to IT Governance, and new enhancements.

ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves human health, saves lives, builds our industries, and protects the environment. ANSTO is the home of Australia's most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

Information Technology is dedicated to operating, enhancing, and maintaining ANSTO's Information and Operational Technology to ensure safe, secure, and sustainable digital services. IT is made up of several specialised teams including Cyber Security and Operational Technology, Development and Analytics, Endpoint Systems and Support, SAP Systems, and IT Capital Portfolio. The Endpoint Systems and Support group is comprised of multidisciplinary specialists managing the first level IT Service Desk, specialised applications and systems support, end-user support, management of endpoint systems and standard operating environment strategy and asset management.

The IT EUC System Admin is part of the IT EUC Systems Support Team and may be required to provide backup to the IT EUC System Support Lead on occasion.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

The Key accountabilities for this position include:

- Managing the configuration of IT Service Management Applications, including user access, workflows, and system settings
- Monitoring and ensuring the IT Service Management Applications remains compliant with the latest releases and updates
- Implementing and maintaining cyber security measures to protect the IT Service Management System and its data

- Generating reports and providing insights on system performance, usage, and IT Management Reporting
- Configuring and maintaining the Configuration Management Database (CMDB)
- Managing IT Service Management system backups and recovery processes
- Maintaining interfaces and APIs to integrate the system with other applications
- Ensuring compliance with IT Governance policies and procedures
- Assist in collaborating with cross-functional teams to identify system enhancements and improvements
- Implementation of new system features and functionalities
- Assisting in the management of IT Software Assets Management System (SAM), ensuring that ANSTO IT Software agreements and licensing information is captured in SAM, and that SAM is the authoritative tool for IT Software Assets
- Developing the capability and compliance for an IT Hardware Assets Management System in ASM, the processes for third parties to be able to update the asset register, verification of the system against other authoritative system for accuracy, and ensuring that assets can be tracked within the system
- Maintain the configuration management database (CMDB) and configuration items that will ensure all required information about IT assets, software, and services is captured
- Updating / creating ad hoc documentation of systems
- Undertake additional duties as required including during period of leave of other staff.

Decision Making

- The position will assist with decision making regarding the management of IT Service Management systems
- The position will consult with the IT EUC System Support Lead on complex, sensitive and issues
- The position is responsible for making decisions related to the configuration and maintenance of the IT Service Management Applications. They will need to have a deep understanding of the system's capabilities and align their decisions with IT Governance policies and best practices.
- The position will need to collaborate with stakeholders to assess system requirements, prioritise tasks, and make informed decisions that support the organisation's objectives.
- The position assists with decision making decisions related to EUC environment aligned to IT governance policies and procedures.
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced)

Key Challenges

- Ensuring ITIL processes and methodology throughout IT Service Support Applications.
- Ensuring ANSTO IT's portfolio of IT Services are clearly captured within the Configuration Management Data Base (CMDB), and changes are appropriately managed and communicated, and that the CMDB support the IT Support Applications
- Balancing competing demands and priorities in a fast-paced environment
- Understanding the customer requirements from the different business units in relation to what can be delivered with the ASM system
- Keeping up to date with the latest releases and updates of the IT Service Management Applications
- Ensuring the system remains compliant with industry standards and cyber security requirements
- Troubleshooting and resolving system issues and errors
- Managing multiple tasks and projects simultaneously with competing priorities
- Collaborating effectively with cross-functional teams and stakeholders to deliver system enhancements and improvements
- Adapting to evolving technologies and industry trends

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance and direction • Provide regular updates on key tasks, challenges and critical issues that may impact customers, ANSTO’s reputation • Recommend and gain endorsement for plans and goals and other initiatives • Escalate issues and propose solutions
Work area team members	<ul style="list-style-type: none"> • Provide advice and analysis on a full range of matters • Contribute to group decision making processes, planning and goals • Collaborate and share accountability • Support team members and work collaboratively to contribute to meet objectives • Negotiate and resolve conflicts
External	
Software Vendors	<ul style="list-style-type: none"> • Engagement with various software vendors regarding software licensing agreements • Engage with 3rd party IT Service Management Software Platforms Service Provider

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the IT EUC System Support Lead
Direct Reports	Nil
Indirect Reports	Nil

Special / Physical Requirements

Location:	Lucas Heights Working in different areas of designated site/campus as needed
Travel:	As required travel to ANSTO sites from time to time
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer)
Radiation areas:	N/A
Hours:	Willingness to work extended and varied hours based on operational requirements
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements Obtain and maintain appropriate federal government clearance

Workplace Health & Safety

Specific role/s as specified in <u>AP-2362</u> of the ANSTO WHS Management System	All Workers Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties
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ORGANISATIONAL CHART

On file

KNOWLEDGE, SKILLS AND EXPERIENCE

1. An appropriate tertiary IT qualification and ITIL knowledge or certification will be preferred
2. Demonstrated skills and experience in system administration and configuration IT Service Support Applications with previous experience in IT support or related fields
3. Knowledge of IT Governance policies and procedures
4. Experience in ASM (Alemba) Software application management and configuration.
5. Experience with Configuration Management Database (CMDB)
6. ASM Service Management knowledge or similar
7. Demonstrated ability to identify opportunities for improvement relating to existing procedures, process, and documentation updates
8. Demonstrated ability to liaise with other team members on technical issues
9. Technical skills to create workflows, reports, and message templates in a service management tool
10. Excellent time management and organisational skills with the ability to work well under pressure.

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager		Delegated Authority	
Name:	Werner Struwig	Name:	Marianne Morton
Title:	Endpoint & Systems Support Manager	Title:	Chief Information & Digital Officer
Signature:		Signature:	
Date:		Date:	