



POSITION TITLE	IT Support Administrator	
DEPARTMENT	IT	
REPORTS TO	IT Manager	
DIRECT SUPERVISOR	IT Manager	
KEY RELATIONSHIPS	IT Manager, business units and IT team	
PRIMARY OBJECTIVES		
<ul style="list-style-type: none"> • Provide timely desktop, mobile device, printer, server and network support to the business • Systems administration and database administration duties as required • General IT support and training as required 		
MAJOR RESPONSIBILITIES		
Key Result Areas	Specific Activities	Measures
Client support	<ul style="list-style-type: none"> • Computer client support as required and as directed • Providing options to minimise client support resource requirements & costs 	<ul style="list-style-type: none"> • Effective and timely resolution of client support issues
Systems administration and support	<ul style="list-style-type: none"> • Support and maintenance of servers, services and databases 	<ul style="list-style-type: none"> • High degree of “uptime” for IT systems
Support for Wide Area (WAN) and Local Area (LAN) Networks	<ul style="list-style-type: none"> • WAN and LAN support • Monitoring WAN and LAN performance 	<ul style="list-style-type: none"> • Effective & functioning networks • High degree of network “uptime” • Effective Quality of Service (QOS) for network users
Backup and recovery management	<ul style="list-style-type: none"> • Manage backup and recovery systems • Review and develop options for backup and recovery 	<ul style="list-style-type: none"> • Reliable backups • Ability to restore data as required
Documentation	<ul style="list-style-type: none"> • Review and develop documentation for standards and guidelines • Review and develop training materials and user documentation 	<ul style="list-style-type: none"> • Effective, well structured documentation • Effective skills transfer
Security and confidentiality	<ul style="list-style-type: none"> • Maintain user setup and security as required • Maintain confidentiality of corporate data and security information 	
Teamwork	<ul style="list-style-type: none"> • Work effectively with all De Bortoli staff, the IT team and with all stakeholders 	
WHS	<ul style="list-style-type: none"> • Protect your own health and safety and not affect the health and safety of other workers • Follow any reasonable instruction aimed at ensuring your health and safety • Report incidents and/or accidents • Provide feedback on health and safety issues • Maintain personal competence in relation to Workplace Health and Safety (WHS) 	<ul style="list-style-type: none"> • Wear required Personal Protective Equipment (PPE) • Follow Standard Work instructions(SWI) • Injury report forms are completed and handed to supervisor within 24 hours • Promptly report hazards and safety issues • Attend and complete required training



SELECTION CRITERIA

Essential Criteria

- Tertiary qualifications in IT (or equivalent qualifications and experience)
- IT support experience
- IT technical experience
- Good communication skills
- An understanding of “customer service”

Desirable Criteria

- Systems engineering experience
- Network engineering experience
- Linux systems administration experience
- Development / programming experience
- Training experience
- Business systems experience (particularly ERP and BI systems)

Employees Signature

Managers Signature

Print Name

Print Name

Date

Date