

# CATHOLIC ARCHDIOCESE OF MELBOURNE

## Position Description

**Position Title:** Senior IT Technical Specialist

**Reports to:** Manager — Service Delivery and Operations

**Conditions:** The position is full-time. Flexibility in personal time availability and schedules is essential

### **Purpose of the position:**

Implement, support and administer infrastructure and systems housed in the Archdiocese of Melbourne and maximise 'end-to-end' availability of production services - including networks, data centres, infrastructure (hardware & software) and applications.

### **Key Selection Criteria:**

- Provide key inputs into the change management process particularly in impact analysis, installation and roll back plans.
- Create and update a repository of technical, processes and work instruction documentation of existing infrastructure and systems.
- Create accurate and repeatable deployment and plans for new hardware and software releases/patches. Participate in the deployment of hardware and software. Ensure that software consistency is maintained throughout the supported systems.
- Monitor performance of systems. Identify risks and implement risks mitigation to critical systems. Regular maintenance of core systems.
- Ensure that new products and new versions of existing products are tested and certified prior to introduction into the production environment.
- Analyse adverse problem trends and promptly trigger actions. Bring to Management attention outstanding problems and related risk exposure.
- Maintain and track software licenses.
- Maintain back and restore plan. Perform disaster recovery testing of core systems.
- Participate in both system and technical projects. Act as Lv14 escalation. Mentor and train junior staff. Participate to support coverage within and beyond office hours to support business processes.
- Maintain monitoring systems. Monitor usage and provide ongoing system and service improvements.
- Conduct proactive checks on printing and audiovisual services

**Qualifications, Skills & Experience:**

- Tertiary qualification in a related field and or certification in Microsoft Preferred
- Minimum 3-5 years of extensive knowledge and skills gained in IS/IT related areas;
- Good working knowledge of main IS/IT processes;
- Demonstrated teamwork experience
- Proven decision-making skills
- Facilitation, negotiation and communication skills
- Experience required in or one or more of the following areas:
  1. WAN/LAN/MAN technology and design (VI-AN, TCP/IP)
  2. Domain Name service (DNS, DHCP)
  3. Windows Active Directory and Group Policy
  4. W2008 Server ( Windows Certification )
  5. Database Management – SQL
  6. MS Exchange
  7. Terminal Services/Certificates and remote access
  8. Systems backup and recovery

**Other Relevant Requirements:**

1. Working With Children Check
2. Police Check (new check required)

**Additional Information:**

1. Applications are to be sent to [recruitment@cam.org.au](mailto:recruitment@cam.org.au) by 31 January 2019.
2. The position is located at East Melbourne.
3. For further information contact IS Manager – Tony Reid on [Tony.Reid@cam.org.au](mailto:Tony.Reid@cam.org.au) (03) 9926 5632.

*The Archdiocese is committed to the safety, wellbeing and dignity of all children and vulnerable adults*