

Position Description – Systems Administrator

DIVISION & TEAM	Operations Central Systems	REPORTS TO	CENTRAL SYSTEMS TEAM LEAD (or any other position as determined and advised by JSCL)
BAND	D		
FUNCTIONAL RELATIONSHIPS	<i>INTERNAL</i> - WIDER OPERATIONS TEAM - JADE TEAM MEMBERS	<i>EXTERNAL</i> - CUSTOMERS - THIRD PARTY IT TEAMS - OTHER THIRD-PARTY SUPPLIERS/PROVIDERS	
DOES THIS ROLE HAVE DELEGATED AUTHORITY?	NO	IF YES, DELEGATED AUTHORITY AMOUNT	N/A

1. ROLE PURPOSE

- JADE Central Systems - Systems Administrators are responsible for the 24 x 7 monitoring and first line support of the applications and infrastructure under the control of Jade's managed service.
- Monitor alert, phone systems and emails, providing first level triage to Jade's managed services customers.
- Provide remote hardware and software support for our diverse client base
- Software and hardware troubleshooting, system deploys, updates and backups.

2. KEY ACCOUNTABILITIES & EXPECTATIONS

General

- Be available to work rostered rotating shifts to support our 24 x 7 customer service requirements including public holidays (we work 365 days per year).
- When rostered on as a spare, you will be flexible to cover shifts as required.
- Maintain security of Company and customer intellectual and physical property
- Proactively manage customer queries from inception to resolution, escalating where necessary
- Provide technical assistance and support by phone, emails or tickets, where necessary escalate to second and third level support
- Perform database maintenance tasks, including performance tuning and data cleansing as required and requested by clients following detailed procedures.
- Install new software releases and upgrades
- Internally user adds, removes and changes
- Troubleshoot and resolve customer issues and provide remote managed services
- Support the day-to-day operations of our core systems
- Password resets and account management for internal and external customers
- Work with second and third level support/engineers to ensure complex requests are resolved in a timely manner – being responsible for seeing the issue through to resolution, involving coordination of resources where necessary

Shift Tasks

- Always act with the customer front of mind.
- Monitor Jade's operator consoles and respond to system requests and messages within agreed timeframes
- Manage and follow-up to resolution, incidents and requests submitted to the service desk.
- Monitor operator consoles and respond to system requests and messages within agreed timeframes.
- Ensure hardware/software applications and network components are operational, responding to any issues as they arise.
- Control user log-on and access requirements to comply with Company policy.
- Contribute to the development of operational procedures.
- Escalate issues you can't resolve through the appropriate channels.

Jade Core Operating Principles

- CUSTOMER LED
We focus on what matters most to our customers and measure success by the outcomes we help them achieve - not just the work we deliver.
 - We are curious to understand our customers context.

- We earn trust by delivering value, not just software.
- We understand value, growth and satisfaction are interlinked.
- **AUDACIOUS TOGETHER**
We work as one team to challenge the status quo and find better ways. We are bold in our thinking and honest with each other to lift performance.
 - We speak up, because better ideas come from honest dialogue.
 - We say no to settling, we back ourselves to go big.
 - We move at pace, we decide and then commit as one.
- **DEPENDABLE BY DEFAULT**
We take ownership and follow through. We deliver what we say we will, and build trust through consistent, reliable execution.
 - We own the outcomes not just the tasks.
 - We show-up with a 'can-do' attitude.
 - We mind the gaps and help each other to find a way through.

Personal Development

- You have an established training and development plan, in consultation with your People Leader and you commit to delivering against it each year.
- You engage in regular development conversations with your People Leader and actively work on areas of your development.

Safety & Wellness

- You actively participate in and support safety and wellness initiatives.
- You understand and comply with our safety and wellness policies and procedures including emergency procedures.
- Report all accidents and incidents, including discomfort and near misses promptly.
- You keep your work area tidy and clear of clutter and hazards.

Other duties as may be reasonably required from time to time.

3. PERSON SPECIFICATION

	ESSENTIAL	PREFERRED/DESIRABLE
Education/Training	• Relevant tertiary IT qualification • Minimum level 5 IT qualification	• IT support/helpdesk training • AWS and Azure training • Level 6 IT Qualification or IT Degree • Microsoft qualifications
Experience/Knowledge/Skills	• Broad knowledge of Microsoft Operating Systems and OS Tools e.g. Terminal Services • Excellent command of English and strong communication and comprehension skills • High level of literacy and numeracy • Highly organised with excellent time management skills along with the ability to prioritise • Strong customer service focus, with excellent rapport building skills • The ability to work efficiently and effectively in a team environment – Team player • Resilient and composed • Proactive and uses initiative • Ability to follow documentation and written procedures	• Knowledge of Linux Operating Systems • Knowledge of firewalls, routers & switches • Excellent conflict resolution skills • Strong problem diagnosis and investigation skills • Ability to self-manage - high quality output with minimal supervision • Experience using AI-assisted tools to improve productivity, troubleshooting and automation.

