

Employment Information Package



Senior IT Infrastructure and Systems Administrator

Position number: POS1136

Enquiries:

Name: Jason Quach

Position: Team Leader Technology Services

Phone: 03 6323 3376

Email: Jason.Quach@launceston.tas.gov.au

Application closing date: 3.00PM, WEDNESDAY, 30 APRIL 2025

📍 Town Hall
18–28 St John Street
Launceston TAS 7250

✉️ PO Box 396
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 City of
LAUNCESTON

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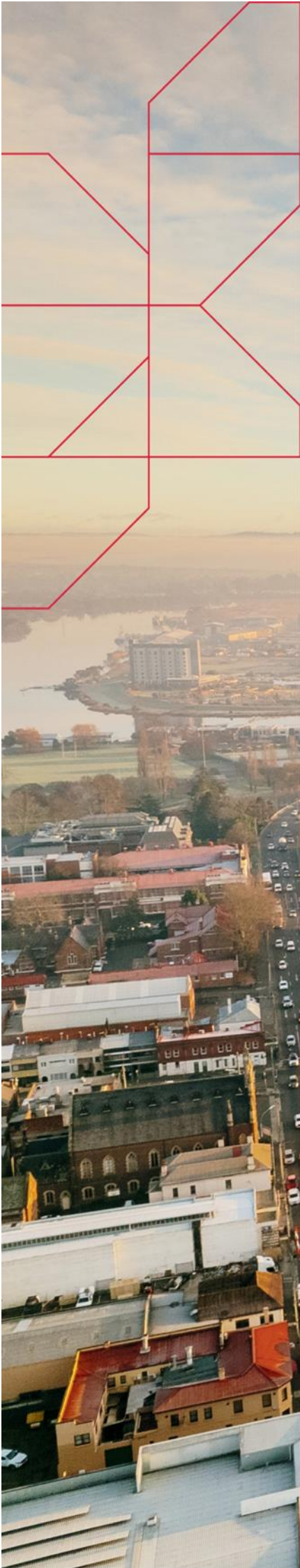
Address applications to:

Senior Leader People and Culture
City of Launceston
PO Box 396
LAUNCESTON TAS 7250

Email address: contactus@launceston.tas.gov.au

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.





About the City of Launceston

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents.

Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptations. A real blend of old-world and new, tradition and innovation.

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

Click [here](#) to view City of Launceston's strategic and annual reporting.

The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.

An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.

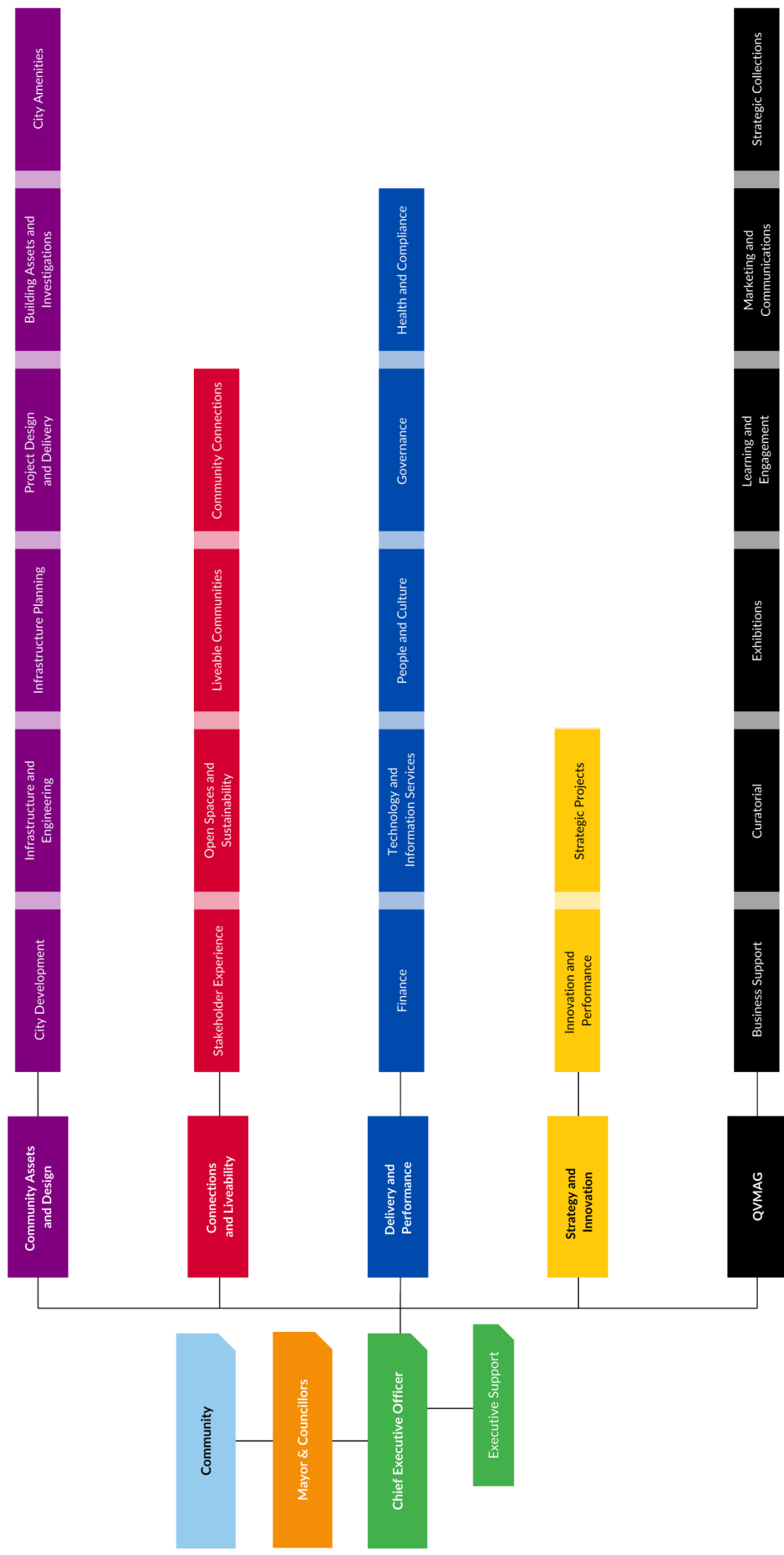
Employee benefits offered by the City of Launceston include:

- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to providing a working environment that is sufficiently flexible to meet the operational requirement and workload demands of the City of Launceston while accommodating, where possible, the needs of our employees.
- Discounted membership at Launceston Leisure & Aquatic Centre.
- Discounts at the QVMAG Gift Shop.
- Additional leave: employees may request to purchase an additional two or four week's additional leave per year to help manage family/carer responsibilities or other special circumstances.



OUR VISION OUR PURPOSE

Inspired people, working together to create the best outcomes for our community.
We are a progressive organisation, working with our community to create a positive future for Launceston.



Organisational values

At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.

Our aim is to attract and retain people who share our values and want to be a part of our positive workplace culture. Before submitting your application please review our values and decide if they are a good fit for you.



OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths



WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions



WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity



WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

Information for applicants

Please read this information carefully, as it will help you with the preparation of your employment application.

When applying for this position, you must provide the following documentation:

1. Covering letter
2. Statement addressing the selection criteria (highlighted criteria only)
3. Resume

The online Application for Employment can be [accessed here](#) (you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

Please see information here on how to address the [Selection Criteria](#).

3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the People and Culture Team via email at contactus@launceston.tas.gov.au, noting your preferred method of communication and contact details and a member of the team will be in touch.

City of Launceston is an equal opportunity employer. Our workforce is diverse, inclusive, flexible and family-friendly.

We value the different backgrounds, skills and contributions of all employees and treat each other and our community with respect.

We want opportunities at City of Launceston to be accessible and attainable to all candidates. If you are interested in this role but have concerns about your suitability, please talk to us before submitting your application.

Recruitment steps

1. Application received
2. Shortlisting
 - Shortlisted applicants will be contacted by telephone or email to arrange an interview.
 - Unsuccessful candidates will be advised by email.
3. Interview
4. Pre-Employment Checks:
 - Reference Check
 - Police Check
 - Medical Assessment
 - Drug and Alcohol screening

All costs covered by City of Launceston
5. Suitability determination and preferred candidate identified
6. Letter of Offer



General conditions of employment

| | |
|---------------------------|--|
| Position title | Senior IT Infrastructure and Systems Administrator |
| Employment terms | Full Time |
| Working pattern | 19-day month |
| Total remuneration | \$108,944 - \$123,996* <i>*Total remuneration includes superannuation, as detailed below</i> Base salary \$94,528 - \$107,589 |
| Superannuation | Employer contribution of 15.25% |

- **Annual leave:** employees are entitled to 4 weeks (pro-rata for part-time employees) annual leave per year, plus leave loading.
- **Personal leave (for sick and carer's leave):** employees are entitled to two weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to fourteen weeks paid (or twenty eight weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long Service Leave:** Long service leave applies after 7 years continuous service.

The City of Launceston Enterprise Agreement 2021 is available [here](#)

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available [here](#)

Position Description

Position Description Form - Officer

| | | | |
|------------|--|-------------|---------|
| PF NUMBER: | | POS NUMBER: | POS1136 |
|------------|--|-------------|---------|

| | |
|-----------------------|--|
| POSITION TITLE: | Senior IT Infrastructure and Systems Administrator |
| AWARD CLASSIFICATION: | Grade 6 |
| EMPLOYEE: | Vacant |
| TEAM: | Technology and Information Services |
| REPORTS TO: | Team Leader Technology Services |
| PREPARED BY: | Jason Quach |
| DATE: | 10/03/20205 |

| | |
|--------------|--|
| APPROVED BY: | |
| NAME: | Sarah Tighe |
| POSITION: | Acting Senior Leader Technology and Information Services |
| SIGNATURE: | |

| POSITION PURPOSE (Why does this position exist) |
|---|
| <p>The broad requirement of the position is to design, implement and maintain the City of Launceston's IT infrastructure systems.</p> <p>This includes:</p> <ul style="list-style-type: none">• The City of Launceston provisioned public cloud services. Provides technical leadership with the Microsoft 365 stack, Exchange Online, OneDrive, Microsoft Teams, Entra, Intune and other public cloud providers.• The City of Launceston Standard Operating Environment (SOE), Maintaining and patching our windows desktop environment including the infrastructure to support the deployment and management of the SOE.• The safe backup of corporate data. This includes testing the recovery of council data as well as business continuity and disaster recovery planning.• All infrastructure services hosted on premise at the City of Launceston. This includes Active Directory, DNS, DHCP and Networking Printing.• Business-as-usual. This includes request/incident resolution, assisting with IT security, networking and level 2/3 desktop support as required. <p>The Technology Services team is focussed on the provision of relevant, reliable and secure computing infrastructure and platforms to the organisation and the community. The incumbent of this position will actively participate in an environment of innovation, peer support, knowledge sharing and collaboration so as to contribute effectively to the team and the broader objectives of the Technology & Information Services Team, and in turn those of the broader organisation.</p> |

City of Launceston is a values-based organisation, which means that we employ people who share and display
Our Values

OUR VALUES



Our people matter

- we value clear and open communication
- we support and encourage each other
- we respect diversity
- we recognise individual needs, experience and strengths



We care about our community

- we take pride in our work and pursue a standard of excellence
- we genuinely listen, and value collaborative relationships
- we strive towards the best outcome for our community
- we make responsible and sustainable decisions



We bring an open mind

- we actively seek opportunities to continuously improve
- we respect and explore different ideas and perspectives
- we embrace change that leads to positive outcomes
- we value innovation and creativity



We go home safe and well

- we show care for people and look out for one another
- we speak up and support others to be healthy and safe
- we take personal responsibility for our own health and wellbeing
- we value work-life fit

| Accountabilities | Activities/Tasks include: | Success looks like ... |
|--------------------------------|---|---|
| General | | |
| City of Launceston's Values | Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> • Our people matter • We care about our community • We bring an open mind • We go home safe and well | Demonstrates, through behaviour, an alignment to and an understanding of Our Values. |
| Technology | Use technology and information to maximise efficiency and effectiveness. | New and existing technologies are utilised effectively. |
| Collaborate | Work collaboratively within your team and across other teams. Support delivery of the Team's strategic and annual plan actions. Work with other teams as relevant to technical role accountabilities. | Actively participating in team meetings/tool box meetings, by offering ideas and suggestions and providing feedback Collaborative opportunities are sought across teams |
| Innovation | Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and other teams. | Improved work practices and projects. |
| Technical | | |
| Public Cloud | Accountable for: <ul style="list-style-type: none"> • Provision of the public cloud and associated services. <ul style="list-style-type: none"> ○ Exchange Online Email Services ○ Intune ○ Entra ID ○ OneDrive ○ Microsoft Teams ○ Other products offered from M365 cloud and other cloud providers as required by the business. Provides technical leadership and advice in designing, configuring, deploying and integrating these technologies to meet business requirements. | Services provided to council with minimal interruption across all cloud technologies. Team members are mentored to support and maintain the public cloud New cloud services are implemented where a business need exists. |
| Hosted Infrastructure Services | Accountable for: <ul style="list-style-type: none"> • Hosting of the following services required to run an on-premise IT system <ul style="list-style-type: none"> ○ Active Directory (DNS, DHCP) ○ GPO ○ Printing Provides technical leadership in the development, deployment and maintenance of these hosted technologies. | Locally hosted infrastructure runs smoothly with minimal outages and interruptions. |

| Accountabilities | Activities/Tasks include: | Success looks like ... |
|---|--|---|
| Standard Operating Environment (SOE) | Support: <ul style="list-style-type: none"> • Provision of the Standard Operating Environment (SOE) <ul style="list-style-type: none"> ○ Device procurement ○ Windows operating systems development, maintenance and patching ○ System Centre Configuration Manager Provides technical leadership in the development, deployment and maintenance of the Standard Operating Environment (SOE) | A working SOE following best practices that is kept updated and works on all required PC hardware platforms. Team members learn how to support and maintain the SOE and application deployment technology. |
| Data Protection and Continuity | Responsible for: <ul style="list-style-type: none"> • Safe backup of council data <ul style="list-style-type: none"> ○ Commvault backup software and hardware ○ Recovery testing of council data • Business continuity technical design and testing • Disaster recovery technical design and testing | Data backups are consistent, and the data is recoverable. All Team members can complete a basic restore Regular successful recovery testing of systems. |
| Cloud Security | Responsible for: <ul style="list-style-type: none"> • Microsoft M365 security setup • City of Launceston's private cloud security. <ul style="list-style-type: none"> ○ Correct Configuration ○ Appropriate level of security patching | Public and private cloud remains secure and up to date. |
| Work Safely with a Duty of Care for fellow employees and ensure procedural compliance | Perform all work in a safe manner in accordance with the City of Launceston's WHS Policy and Procedures While at work, a worker must – <ul style="list-style-type: none"> (a) take reasonable care for his or her own health and safety; and (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and (d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers. (Section 28 Work Health & Safety Act 2012) | |
| Organisational | | |
| Business Relationships | Accountable for maintaining and building business relationships with City of Launceston partners, contractors and government agencies. | Great relationships with partners, contractors and government entities. |

| Accountabilities | Activities/Tasks include: | Success looks like ... |
|---|---|--|
| Technical Leadership | To provide mentoring, coaching and training to the members of the Technology Service Team. | Upskilling of peers within the team |
| Key Decision Driver | To provide high level advice as a key decision driver within the City of Launceston Technology Services for all Accountabilities as well as supporting aspects of the role. | Advice results in a meaningful contribution to the organisation while maintaining security and integrity of council infrastructure. |
| COMMON TO THE TECHNOLOGY SERVICES TEAM | | |
| Service Delivery | <p>Responsible for:</p> <ul style="list-style-type: none"> • Resolving Service Desk Level 2 & 3 requests and incidents. • Providing support, advice and information across the organisation; relevant to the position and knowledge of the incumbent. <p>Supporting role in regards to the department's front line support service by:</p> <ul style="list-style-type: none"> • Providing information and guidance to regular front line support staff. <p>Provide a front-line support service on an occasional, as needed basis.</p> | Meets Service Level Aims and the team's processes. |
| Provide technical/ specialist advice and recommendations to management and staff of the team. | Ensure that the infrastructure, platforms, controls and processes are relevant and fit for purpose, within the scope of the responsibilities of the position previously outlined. | Advice is relevant and correct in the context of the CoL environment and objectives. |
| Microsoft 365 Products/Services | Managing, administering and supporting the services. | Availability of functionality and support for same meets business requirements. |
| Infrastructure Operations | <ul style="list-style-type: none"> • Core infrastructure monitoring. • Backup monitoring, media management and data restoration. • Testing failover / continuity processes. | Alerts actioned or referred in a timely manner. |
| Research | <ul style="list-style-type: none"> • Proactively and continually strive to identify new opportunities, technologies and solutions to support continual improvement. | Initiatives and improvements identified and adopted. |
| Project Management | <ul style="list-style-type: none"> • Manage discrete, up to medium scale and complexity projects. • Adhere to recognised project management processes at a level that matches the scope and/or complexity of the project being undertaken. • Assist with higher scale and complexity projects. • Develop business cases, including options assessment and recommendations for approval by the workgroup and/or team manager. | <p>Projects delivered on time, within budget and with a high-quality result.</p> <p>Evidenced by documentation and processes being visibly followed.</p> |
| Risk Management | <ul style="list-style-type: none"> • Adoption of effective risk management practices and procedures. • Support a culture of managing risk. | Risk identified, assessed and mitigated. |

| Accountabilities | Activities/Tasks include: | Success looks like ... |
|---|---|---|
| Change Management | <ul style="list-style-type: none"> Apply the Team's change management procedures. | Change managed in line with processes. |
| Documentation & Records | <ul style="list-style-type: none"> Establish and maintain documentation and records across all areas of responsibility in accordance with Team and organisational processes. | Documentation and records developed and maintained accurately and in a timely manner. |
| | | |
| <p>Note: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.</p> | | |

| WORKING WITH VULNERABLE PEOPLE CHECK | |
|--|--------|
| | Yes/No |
| Working with Vulnerable People Check required? | No |
| <i>If yes, include in Selection Criteria table below</i> | |

| SELECTION CRITERIA |
|---|
| POSITION REQUIREMENTS/COMPETENCIES |
| Organisational |
| <ul style="list-style-type: none"> Community Focussed: considers community/customers in decision making Communicate and Engage: demonstrates self-awareness & encourages open discussions & contributions from others Create and Innovate: displays initiative & considers different ideas and perspectives Safety Focussed: takes responsibility for own and team's health, well-being and self-care |
| Position Specific |
| <ul style="list-style-type: none"> Demonstrated knowledge and experience in the design and implementation of public cloud technologies including the M365 suite. Knowledge and practical expertise in the administration of: <ul style="list-style-type: none"> Windows Sever (Active Directory, DNS, DHCP, GPO) System Centre Configuration Manager (SOE Development) |
| QUALIFICATIONS AND EXPERIENCE |
| <ul style="list-style-type: none"> Demonstrated knowledge and experience in data protection, recovery testing and disaster recovery planning. Excellent communication skills and a genuine desire and aptitude to provide and support a high level of customer service and collaboration to and within all teams and networks (be a "people person" with a "can do attitude"). An ability to self-manage tasks and workload and have a logical, flexible and thorough approach to work performed. |
| QUALIFICATIONS AND EXPERIENCE |
| <ul style="list-style-type: none"> A degree or diploma in an Information Technology related discipline combined with a minimum 5 years' experience in a relevant role. Prior experience within an IT environment similar to the City of Launceston's. Technologies include SAN, virtualisation, Microsoft Windows based server infrastructure and platforms, an extensive data communications network, VOIP telephony, a variety of end-user devices and environments, e.g. desktop PC's, mobile devices, MS Windows, iOS, Android. |

Applications include a comprehensive suite of line of business applications (Technology One), Microsoft Office, and a large and extensive range of specialist applications.

- Prior experience and success as an IT professional in a customer-centric service delivery role.
- A current light vehicle driver's licence is expected to be held and retained by the incumbent to support the off-site activities required of the position.

REPORTING STRUCTURE

| | |
|-----------------------|--|
| Leader | Team Leader Technology Services |
| Direct Reports | Nil |

KEY RELATIONSHIPS

(External and Internal Customers, Supplier, Colleagues, etc)

| Internal | Nature of Relationships |
|--|---|
| Management and staff who use Council's I.T. systems. | Provide technical advice, guidance and support. Explain approach and constraints. Lead discussions with individuals and groups. Negotiate outcomes in relation to operational and project matters |
| Technology and Information Services staff. | Provide and receive advice, recommendations and guidance. |
| External | Nature of Relationships |
| I.T. related contractors, suppliers and support providers. | Obtain product information, costings and technical support. Provide information relevant to our I.T. environment. Co-ordinate supply of goods and services to support project delivery. |

DELEGATIONS & AUTHORISATIONS

(Local Government Act, By-Laws etc)

| | |
|---|---|
| Purchasing Approvals | Limit \$ |
| MS Windows Servers/ Domain | Domain Administrator |
| MS Windows PC's | Administration |
| Storage Area Network | Administration |
| Virtualised Environment | Administration |
| Change Control | Standard & Minor - Pre-approved Major - Author (not approval) |
| Network Facilities Access Levels | |
| Network file storage | Full |
| E-mail | Personal only and/or as delegated by others to the incumbent. The CEO, the Executive Leader of Delivery and Performance, the Executive Leader of the relevant team or Senior Leader Technology & Information Services may authorise the incumbent to access an employee's e-mail account when a specific purpose or need arises. |
| Internet | Administrator |

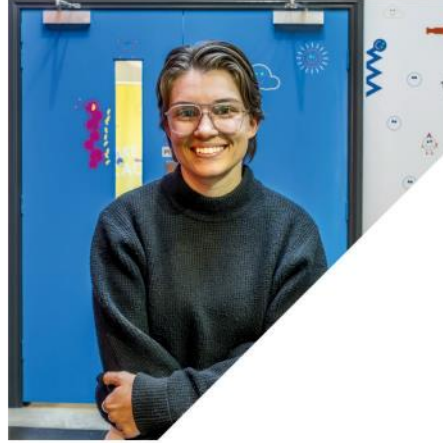
Employees are

- a) Able to access; or
- b) May be exposed in the course of performing their duties to information that may be related to individuals, organisations or the general dealings of the City of Launceston. Some of this information will be of a sensitive nature – either within or external to the organisation.

By accepting this position the employee undertakes:

- a) To keep all information that they are exposed to confidential during and after their period of employment with City of Launceston. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- b) To not access any information within the organisation's systems that is not directly relevant to their work.
- c) To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

| OTHER RELEVANT INFORMATION |
|--|
| <p>Expectations of a City of Launceston employee:</p> <ul style="list-style-type: none">• Have strategies in place to enhance their own health and well-being, manage stress and maintain professionalism;• Seeks feedback broadly and asks others for help with own development areas; and• Translates feedback into an opportunity to develop. |



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