

## POSITION DESCRIPTION

<b>Position title</b>	IT Systems Administrator
<b>Section</b>	Digital Services
<b>Employment type</b>	Permanent
<b>Classification</b>	Band 5
<b>Location</b>	Warrnambool
<b>Date Approved</b>	January 2026
<b>Approving Officer</b>	Chief Information Officer

## POSITION OBJECTIVES

Provide first line support to Wannon Water via the IT Service Desk and third line support for corporate applications, application delivery infrastructure and end user devices, and support IT monitoring, security and management systems.

## KEY RESPONSIBILITIES & DUTIES

### Service Desk and End User Support

- Operation of the IT Service Desk and first, second, and third level support
- Provide end user support when required, including user training, inductions and after-hours work as required
- Collaborate and share knowledge and skills with the broader IT team
- Research and apply IT solutions to meet business requirements
- Provide input into procedure development and budget processes
- Participate in the creation and maintenance of documentation
- Monitoring, asset management and proactive maintenance of systems
- General end-user support as required.

### Technical Support

- Provide technical assistance with system changes, upgrades, digital projects and implementation of new software
- Provide technical support for Wannon Water's cyber initiatives and adoption of information security practices.
- Provide technical assistance for Microsoft Operating Systems and Cloud Services
- Participation and testing of business continuity and disaster recovery plans.
- General technical support as required.

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### ORGANISATIONAL RELATIONSHIPS

<b>Responsible to:</b>	IT Coordinator
<b>Direct reports:</b>	N/A
<b>Key internal relationships:</b>	IT team Network & Security Operations team System administrators
<b>Key external relationships</b>	Suppliers and Service Providers

### ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Provide specialist advice and/or give support to Wannon Water team members including senior employees.
- In providing specialist advice, the freedom to act is subject to policies, procedures and close supervision.
- The effect of decisions and actions can be significant and are often subject to appeal or review by more senior employees.

### JUDGEMENT AND DECISION MAKING

- The objectives and work involve solving problems using procedures and guidelines and through applying professional or technical knowledge and experience. The method, technology, process or equipment to use must be selected from a range of options.
- Occasionally problems are of a complex and a technical nature, with solutions not always related to previously encountered situations. Some creativity and originality are required, with assistance and guidance usually available from more senior employees.

### SPECIALIST SKILLS & KNOWLEDGE

- Strong technical knowledge and experience in IT, with knowledge of server environments, server infrastructure and information security.
- An understanding of the objectives and goals of the IT Team and the broader organisation, including relevant policies, regulations and precedents.

### MANAGEMENT SKILLS

- Skilled in managing time, setting priorities and planning and organising one's own work to achieve specific and set objectives in the most efficient way possible with the resources available and within a set timetable.

### INTERPERSONAL SKILLS

- Sound oral and written communication skills, with the ability to prepare written reports and communications as required.
- Ability to gain the cooperation and confidence of and work collaboratively with clients, members of the public and other employees.
- Ability to work independently and as part of a team.

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#### QUALIFICATIONS & EXPERIENCE

- Formal qualifications or training in IT or related fields or demonstrated knowledge and expertise acquired through experience.
- Knowledge or experience in the water industry or related utility would be highly advantageous.

A valid Australian driver's licence is required.

#### INTEGRATED MANAGEMENT SYSTEMS

Wannon Water will plan, establish, implement, maintain, comply with and continually improve an Integrated Management System containing the elements of:

- AS/NZS ISO 9001: Quality management systems - Requirements
- AS/NZS ISO 14001: Environmental management systems - Specification with guidance for use and AS/NZS ISO 14004: Environmental management systems - General guidelines on principles, systems and supporting techniques
- AS/NZS ISO 45001: Occupational health and safety management systems – Requirements with guidance for use; and
- HACCP based Drinking Water Quality Management System

Every employee has the right and obligation to continually improve the Integrated Management System by:

- initiating action that prevents deficiencies and
- initiating, recommending and providing solutions to Management.

#### OTHER INFORMATION

##### Values

Wannon Water employees will demonstrate the values of the Victorian Public Sector as described in the Code of Conduct for Victorian Public Sector Employees (Responsiveness, Integrity, Impartiality, Accountability, Respect, Leadership, Human Rights) as well as Wannon Water's values:

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We are committed to a destination where:

- Our people love working at Wannon Water.
- Our customers consider us great value.
- Our community partnerships help this region flourish.
- We are proud of our business excellence.

#### **Inclusion and Diversity**

Wannon Water embraces all forms of diversity and promotes family friendly working hours and leave arrangements to ensure our workforce is representative of the community that we serve.

#### **Minimum Employment Period**

All successful applicants will be subject to six month minimum employment period as per the Fair Work Act 2009

#### **Code of Conduct for Victorian Public Sector Employees**

The Corporation will require all successful applicants to adhere to the values and principles outlined within the Code of Conduct for Victorian Public Sector Employees.

#### **Policies and Procedures**

All employees will adhere to systems, policies and procedures in relation to the Corporation's activities.

Employees should also adhere to the following principle:

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"The employee shall not use the position for his or her personal gain or advantage, nor disclose any confidential information which may be acquired as a result of his or her employment by the Corporation".

### Occupational Health & Safety

Wannon Water has developed OH&S policies & Procedures that are designed to meet the requirements of the internationally recognised Australian Standard / New Zealand Standard 4801 (AS/NZS 45001). These standards ensure that all employees are provided with a safe and healthy working environment. Compliance is mandatory.

### Equal Employment Opportunity

Wannon Water observes the principles of Equal Employment Opportunity and it is the responsibility of each and every employee of Wannon Water to ensure the workplace is free from discrimination.

### Training & Development

Wannon Water and its employees agree that well planned training is important to the success of the organisation. Wannon Water will work with employees to identify areas where the provision of training is required. An annual performance review of each employee will be undertaken by the employee's manager/coordinator in consultation with the employee to identify, plan and implement relevant training and development for the upcoming twelve months.

Wannon Water commits to providing suitable targeted training to equip employees with the necessary skills and competency to undertake their work.

Employee		Manager	
Name	_____	Name	_____
Signature	_____	Signature	_____
Date	_____	Date	_____