Position Description

Position title:	**Senior Networks and Systems Administrator**
Position number:	197
Group:	People, Safety and Technology
Reports to position title:	Manager ICT Operations
Number of direct reports:	☒ Nil ☐ 1 - 3 ☐ 4 - 6 ☐ 7 - 9 ☐ 10 +
Range or classification:	Pay Point 24 - 30
Approved:	November 2026

About the Group

The People, Safety & Technology Group leads Council's people, safety, technology and information functions to support the achievement of the City of Clarence's strategic objectives.

The Group provides strategic leadership and operational services across workforce planning, people and culture, payroll, work health and safety, emergency management, information management, digital transformation, technology services and data governance. By integrating these functions, the Group strengthens organisational capability, supports workforce and digital readiness, drives continuous improvement, and enables the delivery of efficient, customer-focused services to the community.

Through a focus on people, safety, technology and innovation, the Group helps build a high-performing, resilient and future-focused organisation.

About the Role

The Senior Networks and Systems Administrator provides technical leadership and expertise to support Council's ICT systems, services and projects. The role works closely with managers and stakeholders to deliver reliable technology solutions, manage resources effectively, and contribute to Council's strategic and operational goals. The position promotes collaboration,

continuous improvement, risk management, and safe work practices to achieve high-quality outcomes for Council and the community.

Key Responsibilities

- Administer and maintain Council's server, network and infrastructure environments (physical, virtual and cloud), and backup and disaster recovery systems, ensuring systems remain secure, reliable, available and perform to agreed service standards.
- Design, configure, monitor and optimise network infrastructure, including LAN, WAN, firewalls and associated platforms, implementing appropriate security controls and best practice.
- Coordinate the day-to-day ICT helpdesk function by allocating and prioritising work, monitoring service performance, and ensuring incidents and service requests are resolved effectively and within agreed timeframes.
- Act as the primary escalation point for complex infrastructure and ICT issues, providing advanced technical support, leading root-cause analysis, and implementing sustainable long-term solutions.
- Coordinate and participate in routine maintenance and preventative maintenance activities, including system updates, patching and upgrades across servers, networks, firewalls and other infrastructure platforms.
- Provide expert technical advice and contribute to Council projects, initiatives and technology improvements, with a strong focus on Microsoft technologies and industry best practice.
- Develop and maintain scripts, automation and standardised administrative processes that improve operational efficiency, security, consistency and auditability.
- Support the effective management and operation of end-user devices and endpoint technologies, promoting standardisation, reliability and best-practice approaches.
- Implement, administer and continuously improve cyber security controls across Council's infrastructure, networks, cloud services and endpoint platforms. Monitor security events, coordinate vulnerability and patch remediation activities, support cyber incident response investigations, maintain security-related documentation and contribute to the ongoing uplift of Council's cyber security maturity.
- Develop and maintain accurate technical documentation, including system architecture diagrams, configuration records, ICT change management documentation, and procedures and support guides.
- Support effective service delivery through collaboration, stakeholder engagement, quality work practices, and continuous improvement.
- Build organisational capability by sharing expertise, mentoring others, supporting change, and improving processes and systems.

- Manage resources, budgets and operational risks responsibly and in accordance with Council requirements.
- Maintain compliance with WHS, legislative, policy and governance requirements, including timely reporting and performance monitoring.
- Carry out other duties appropriate to skills and training.

Selection Criteria

Essential

1. Formal qualifications in Information Technology, or equivalent industry experience, with demonstratable experience as an ICT Administrator role relevant to the position.
2. Demonstrated experience designing, installing, configuring and maintaining high-availability enterprise ICT Infrastructure, including servers, networking, and backup technologies.
3. Demonstrated experience implementing and maintaining cybersecurity controls and best-practice security standards to protect ICT infrastructure, systems and data.
4. Strong experience in designing, building, and optimising Windows server environments and Microsoft 365 platforms.
5. Demonstrated data-driven mindset with the ability to analyse and interpret technical and operational data to inform decisions, prioritise work and support evidence-based recommendations.
6. Highly-developed communication and interpersonal skills, with the ability to communicate effectively with people of varying technical competency, adapt messages to different audiences, and present clear, practical advice.
7. Demonstrated ability to provide technical leadership, mentor team members, coordinate workloads and contribute positively to team outcomes.
8. A strong customer service focus, with experience interacting with executive management, staff and contractors in a multi-faceted team environment.
9. Strong time management, interpersonal and organisational skills.
10. Demonstrated experience contributing to ICT projects and initiatives, and identifying and implementing improvements to ICT services, systems and processes.

Desirable

11. Current Tasmanian Drivers Licence.
12. Local Government experience.

Authority and Delegations

The officer is to perform all duties in an authorised manner and within the scope of responsibility necessary to carry out those duties, as specified by this position description and in accordance with any applicable appointment, authorisation or delegation provided by the Chief Executive Officer.

- There are no Delegations or Powers of entries that apply to this position.

Pre-Employment Requirements

Child and Youth Safety

Council is committed to the safety and wellbeing of children and youth while enabling their participation as a valued member of our community.

We have zero tolerance to child or youth abuse or harm. You are obligated to prioritise the safety of children and youth you interact with in the performance of your role and to report conduct of concern. For further information, please refer to our Safeguarding Children and Youth Policy and Code of Conduct available on our website, and the *Registration to Work with Vulnerable People Act (Tas) 2013*.

- A Registration to Work with Vulnerable People (Tas.) is **not** required.

National Police Check

- A current National Police Check is required for this position to assess the suitability of the preferred candidate. Appointment to the role is subject to the results of the check, and candidates whose history is deemed unsuitable will not be offered employment.