NGA

Position title	System Administrator
National Gallery level	NGA Broad banded 5/6 Level
Position number	Position No. 3020
Employment type	Ongoing/ non-ongoing – Full-time
Department	Information Services
Portfolio	Chief Operating Officer
Immediate supervisor	Assistant Manager, Service Management
Direct reports	N/A
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship
	Police Check
	Security Clearance - Minimum Baseline (or ability to obtain)

ABOUT THE GALLERY

The National Gallery is one of Australia's leading visual arts institutions. The National Gallery is based in Canberra and is a vital part of the Australian cultural landscape. Our Purpose is to collect, preserve, promote and share the national collection of art. The Vision of the National Gallery is to be the international reference point for art in Australia, inspiring all people to explore, experience and learn. Our Values include excellence, creativity, courage, respect, and accountability.

WORKING AT THE GALLERY

When you work at the National Gallery you will be exposed to some of the world's leading Australian and international art and artists. We are located in the National triangle on the waterfront and your lunchtimes can be spent in our beautiful sculpture garden or around Lake Burley Griffin.

We support flexible working practices, including working from home, and you will have access to low-cost, onsite car parking.

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

We value the contribution that a diverse workforce brings and encourage people from a diverse background to apply. This might include identifying as First Nations peoples, people with a disability, culturally and linguistically diverse people and LGBTQIA+ people.

OVERVIEW OF THE ROLE

The National Gallery's IT Team provides a fast-paced and varied environment in which to work.

The System Administrator performs a critical role in maintaining essential IT infrastructure at the Gallery, including operating systems, firewalls, security tools, applications, servers, email systems, laptops, desktops, software, printers, phones and support across common business applications (e.g. Microsoft 365 Suite) and Gallery specific business systems.

The IT Team provides the full suite of ICT services to enable all Gallery staff to access our IT network. This includes the applications we manage both on-premises and in cloud environments, and to enable reliable and safe devices for all staff to increase productivity and mobility. As a small team, all staff manage multiple capabilities and responsibilities, providing you with the experience across all facets of IT Service Management, Infrastructure and Security. The position will participate in IT change management processes and will be an active member of the team for problem and issue management in the IT environment.

In addition to the standard IT service offering, the team further supports the Gallery in digital and art projects and initiatives that have an IT component from concept to implementation. The IT section operates in a high-pressure environment delivering high quality outcomes and cost-effective services for the National

Gallery. The role requires someone who has strong technical and organisational skills, and strong understanding of both service management and infrastructure.

The position needs someone with the ability to adapt to challenges, works well within a team under pressure and communicates well within the team, has strong work ethic and self-motivation to learn and stay current with industry skills.

At the National Gallery, as a small team this position sits within the Service Management team providing level 3 technical support and reports to the IT Service Desk Manager. The position will assist with other IT services and functions from time to time and requires a person that can pivot into different roles, projects and activities at short notice to assist as needed. Career progression opportunities are available through Service Management, Infrastructure and Networking, Cyber Security and Digital.

An order of merit may be established from this selection process and may be used to fill future identical vacancies over the next 12 months. Selection may be based on application and referee reports only.

If you do not wish to be added to an order of merit, please notify us in your application.

OUR IDEAL CANDIDATE

Our ideal candidate will have demonstrated experience administering and providing support for a broad range of IT environments and applications. This includes providing more advanced support and administrative activities, with the knowledge of, or ability to quickly learn, supporting Microsoft Windows desktops and laptops, Microsoft 365, Active Directory, Exchange, Azure, Printers, Mobile Management, remote support, Mac devices and operating systems, enterprise backup and recovery procedures, systems performance-monitoring tools and video conferencing. Knowledge and experience in supporting audio visual technologies and activities would be highly regarded.

You will have highly developed skills in IT support services with demonstrated experience in technical, service support, workflow and delivery. With a strong understanding of IT Service Management and processes for issue and problem management.

You are able to manage workloads to meet organisational deadlines and priorities within a high-pressure busy client service environment. You have a high level of proven organisation, negotiation, interpersonal and representational skills and you are able to respond flexibly to changing demands especially as they relate to work priorities and project management. a demonstrated capacity to deliver ICT services and projects.

You will have highly developed oral and written communication skills, including be able to communicate well with staff, Executive, business clients and external vendors and experience in the development of IT documentation, including policies, procedures and knowledge articles.

WHAT WILL YOU DO?

In accordance with the NGA Level 5-6 Broadband work level standards, you will:

- Perform server administration tasks (ex: user/group, security permissions, group policies, print

services); research event-log warnings and errors; and monitor resources to ensure that systems architecture components work together seamlessly

- Work with vendors and managers to monitor data-centre health using existing management tools, and respond to hardware issues as they arise; help test, and maintain new servers when needed

- Maintain internal infrastructure requirements, including laptop and desktop computers, servers, routers, switches, firewalls, printers, phones, security updates; support internet, intranet

- Perform routine and scheduled audits of all systems, including backups

- Troubleshooting to identify root cause, and provide technical support when needed

- Assist with new starters to the National Gallery with their IT credentials, hardware needs and undertake ICT relocations for clients

- Work under direction in line with established priorities, practices, and methodologies to identify, assess and resolve ICT incidents and problems to a high level of quality for clients

- Action service requests using a Service Desk ticketing portal. Escalate issues where required and support junior service desk staff. Participate in change management, issues and problem management and resolution

- Contribute to the development and updates processes and templates within the National Gallery's IT ticketing system and IT policies and procedures

- Develop and maintain knowledge-based articles in the ticketing portal

- Participate in rotational weekend on-call roster as required

- Provide support for the delivery of projects and events or other IT-related activities

- Communicate clearly and effectively with stakeholders both internally and externally

- Participate in team planning activities to achieve Department and Gallery goals.

WHO ARE WE LOOKING FOR?

To be successful in this role you will need to demonstrate, or have the ability to develop the following,

You will:

- **Show judgment, intelligence and common sense** when undertaking your objectives, systematic analysis and can draw accurate conclusions based on evidence. You will have the ability to recognises the links between interconnected issues.

- **Commit to action** and takes personal responsibility for meeting objectives and progressing work. You will show initiative and be proactive in all that you do.

- **Value individual differences and diversity** by recognising the positive benefits that can be gained from diversity.

- **Support shared purpose and direction** of the Gallery by understanding, supporting and promotes the Gallery's corporate plan. You can identify the relationship between the Gallery's goals and your operational tasks.

HOW TO APPLY

You should provide a tailored CV (**maximum of three pages**) along with a statement of no more than **two pages** that outlines your skills, capabilities and experience, against the 'Our ideal candidate' information above.

In your statement response you should keep in mind the capabilities and behaviours required to be successful for this role, as identified in the 'Who are we looking for?' section.

Try not to duplicate information that can be found in your CV but do highlight any specific examples or achievements that demonstrate your ability to perform the role.

As part of your application process, we ask that you also complete the personal particulars form as well.

To apply for this role please forward your application to recruitment@nga.gov.au.

ELIGIBILITY:

Citizenship - To be eligible for employment with the Gallery, you must be an Australian citizen.

Police Check - To be eligible for this role you must complete a police check.

Security Assessment - The successful applicant will be required to obtain and maintain a Baseline security clearance. ongoing employment in this role requires the successful candidates to maintain a high-level security clearance. Loss of a security clearance at any time will lead to termination of employment.

ADDITIONAL INFORMATION

Role specific mandatory qualifications certification and/or registrations include:

- Relevant qualifications in IT, ICT or other relevant fields are desirable.
- It is essential that our candidate can demonstrate relevant experience in ICT.

Work, Health & Safety Obligations

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

This role is required to ensure that they meet duty of care obligations as required under WHS legislation. This is achieved by:

- being accountable and taking ownership of health and safety matters within their control or ability to promote a culture of health and safety within the National Gallery
- working with colleagues to enhance health and safety and ensure that it becomes a part of everyday National Gallery business.
- completing health and safety reporting in an accurate and timely manner.

Contact

Further information about the position may be obtained by contacting Adam Clarkson on +61 2 6240 6488 or adam.clarkson@nga.gov.au.