



Candidate Information Pack

SYSTEM ADMINISTRATION OFFICERS

Level 4 - 6

Position details

Title	Systems Administration Officer
Classification	Level 4 – Level 6
Location	Canberra
Salary Range	L4: \$97,148 - \$101,338 L5: \$105,013 - \$113,141 L6: \$116,245 - \$133,968
Contact	Recruitment Phone: (02) 6261 1849
Closing Date and Time	Please refer to the website

About ASIS

The Australian Secret Intelligence Service (ASIS) is Australia's overseas intelligence collection agency. We are Australia's experts at collecting highly sensitive information – secret intelligence – from sources overseas to keep Australia and our region safe and prosperous.

Our work spans continents and cultures. As a tech-powered and data-driven organisation, we use covert techniques and cutting-edge technology to put us in the right rooms, next to the right people, with the right access to the intelligence we need. We are tasked to collect intelligence – it might be political, military or economic information – deliberately withheld from the Australian Government that might present threats to or opportunities for Australia.

From graduates to career changers, we come from every corner of the country and all walks of life, with backgrounds from all around the world.

Regardless of our ethnicity, experiences and education, we're bound by a shared commitment to something bigger: building a better future for those who come after us. We seek to reflect the community we serve, and welcome applications from Aboriginal and Torres Strait Islander peoples, women, people with a disability, neurodiverse, people from culturally and linguistically diverse backgrounds and those who identify as LGBTQIA+.

It's a mission owned by everyone, with opportunities for all.

The role

ASIS are seeking System Administration Officers with the requisite experience, who are excited about applying their skills across a variety of corporate and operational technology areas in a fast-paced and complex global environment.

As a System Administrations Officer, you will contribute to developing, enhancing, and sustaining critical software and hardware infrastructure in secure cloud, internet and data communications environments. You will be exposed to a broad range of IT Operating Systems and open-source platforms and with a willingness to learn new technologies, will be provided with on-the-job and unique training opportunities as well as support and mentorship to develop and grow your skills to further your career. These roles include the opportunity for domestic and overseas travel.

There are various opportunities available between Level 4 to Level 6, which will support the following ICT functions:

- Server Infrastructure Management
- ICT Incident and Problem Management
- System Monitoring and Optimisation
- Server and Virtualisation Management
- Network Management
- Cloud Management
- VDI Management
- Automation and Scripting
- Technical Project Management
- Cyber Security
- Operating Systems and Build

Role responsibilities

As a System Administrations Officer, you will contribute to the end-to-end operation of the below core functions. The allocation of effort and type of duties for each function will vary by the demands of the business unit:

- **Server Infrastructure Management** - involves the oversight and sustainment of critical ICT server infrastructure, internet connected and data communications systems. This function encompasses maintaining the reliability and performance of these networks, as well as collaborating with senior engineers to contribute to the design, construction, and testing of components, ensuring the organisation's ICT environment remains robust, secure, and efficient.
- **ICT Incident and Problem Management** - involves identifying and resolving issues to restore functionality and capability. This function requires the ability to

pinpoint the root cause of incidents, apply appropriate solutions, and effectively communicate the resolution and its impact to both technical team members and non-technical stakeholders, ensuring stakeholders are informed and service reliability is maintained.

- **System Monitoring & Optimisation** - involves continuously tracking systems' performance, identifying areas for enhancement, and implementing improvements to maximise efficiency. This function also entails proactively troubleshooting issues and outages to minimise downtime and ensure the network's stability and reliability.
- **Server & Virtualisation Management** - involves maintaining, enhancing, and overseeing server environments, with a focus on virtualised software-defined environments, containerisation, and hyper-converged data centers. This function also includes supporting enterprise-level Microsoft Active Directory forests, messaging systems, file services, and remote branch office solutions, ensuring these critical systems run smoothly, efficiently, and securely.
- **Network Management** - involves planning, configuring, installing, securing, monitoring and maintaining network infrastructure. This involves management of software (platforms and apps) and hardware. Uptime, resilience, security and availability are key considerations.

Core skills

We encourage applicants with the following skills and experience:

- **Cloud Management** - Administer Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), and Software-as-a-Service (SaaS) platforms from Google, Amazon, Microsoft and other open source platforms. Oversee environment updates, monitoring, and capacity planning to ensure optimal cloud performance and security.
- **Network Management** - Sustain and enhance critical LAN/WAN, cloud, internet and data communications network environments. Including Cisco/Juniper hardware, Virtualised networks (SDN), unified voice and video systems, WAN acceleration and commercial and government grade cryptographic equipment.
- **VDI Management** - Oversee and maintain Virtual Desktop Infrastructure (VDI) environments, encompassing Horizon VDI and Citrix and other open source virtualisation platforms such as OVIRT, ensuring users have reliable and secure access to their virtual desktops and applications.

- **Automation & Scripting** - Leverage tools such as PowerShell, Java scripting, HTML, Unix, Bash, CSS, AJAX or similar to automate repetitive tasks and create scripts, enhancing efficiency and reducing human error in system management.
- **Cyber Security** - Implementing secure configurations, manage access controls, segment networks, monitor for threats, apply security updates, and support incident response.
- **Operating Systems and Build** - Support of Windows Server and desktop platforms including AD administration. Support of other Operating systems (including Linux) and management of open source virtualisation platforms.

Education and qualification requirements

The following education, qualifications and/or experience will be highly regarded:

Level 4

- Experience working around or adjacent to server, systems and ICT infrastructure technologies;
- Ability to manage and deliver allocated tasks under general direction;
- Ability to organise workflow;
- Capacity to exercise initiative and sound judgement in the interpretation and application of legislation, procedures and guidelines;
- Ability to provide administrative support and undertake research and analysis activities; and
- Excellent communication skills, with the ability to provide advice to a range of stakeholders.

Level 5

- Qualification and/or demonstrated experience working on server or systems infrastructure;
- Undertake work that is moderately complex to complex in nature and operate under limited direction;
- Ability to organise workflow and make independent decisions;
- Provide policy advice within an area of specialisation with advice based on policies and legislation;
- Experience in undertaking specialist or technical research and analysis, conduct investigations, and undertaking procedural, clerical, administrative support or operational tasks;
- Excellent communication skills, with the ability to provide advice to a range of customers and stakeholders; and

- Demonstrated experience in a team environment and supervising lower-level employees.

Level 6

- Qualification and/or demonstrated experience working on server or systems infrastructure;
- Ability to undertake work that is complex in nature and work under limited direction;
- Exercise both initiative and judgment in the interpretation of policy and in the application of practices and procedures;
- Strong analytical and problem-solving skills, with the ability to provide detailed technical, professional, and/or policy advice in relation to complex problems.
- Experience in strategic planning, program and project management and policy development;
- Excellent communications skills, with the ability to liaise with a range of stakeholders on difficult or sensitive matters; and
- Ability to set priorities and manage workflows with reasonable autonomy and accountability.



Benefits of working at ASIS

ASIS employees enjoy access to generous workplace terms and conditions. Benefits include but are not limited to:

- Competitive salary plus 15.4% superannuation
- A variety of leave options including 22 days paid annual leave per year
- Paid leave between Christmas and New Year
- Domestic Relocation assistance for new staff to Canberra
- Health and wellbeing initiatives
- Salary packaging arrangements
- Learning and development opportunities including access to study assistance
- A variety of support services including but not limited to Employee Assistance Program (EAP) and a Staff and Family Support Office.

Whilst ASIS officers are not able to work from home due to the classified nature of our work, staff have access to a range of flexible working arrangements. These include part time hours, condensed hours and/or flexible start/finish times to support other responsibilities.

ASIS conditions of service are similar to those applying for the Australian Public Service, for a full list of benefits and conditions see asis.gov.au

Eligibility

To be eligible for a role you must:

- Be an Australian citizen
- Be assessed as suitable to hold and maintain a TOP SECRET-Privileged Access security clearance
- For more information on eligibility please see the Protective Security Policy Framework which is publicly accessible at protectivesecurity.gov.au, section 12 provides information on Eligibility and suitability

How to apply

Click on “Apply Now” on our website on the role/s that you are applying for. You will be required to submit the following:

- 800 - word pitch outlining your skills and experience for the role
- A current CV, no more than 2 pages in length, outlining your employment history, academic qualifications and relevant training that you may have undertaken
- Details of two referees, which must include a current supervisor

Applicants are encouraged to consider the Integrated Leadership System (ILS) capabilities when preparing their application. For more information on the ILS, and tips for applying for jobs in Australian Public Service, please visit the APSC website found at www.apsc.gov.au.

All applications for employment with ASIS are handled in the strictest confidence. It is essential you maintain a similar level of confidentiality and that you do not discuss your application with anyone.

Important:

If you are currently living overseas and wish to apply for a role with ASIS, please note that we cannot contact you until you return to Australia. Every part of the recruitment process, including contacting you, must be done while you are in Australia.

If you have no plans to return to Australia in the foreseeable future, we recommend you wait until you return before submitting an application.

Reasonable adjustments

ASIS is committed to fostering a diverse and inclusive environment for candidates to participate in all stages of the selection process. Please let us know if you require any additional assistance or reasonable adjustments during any stage of the recruitment process and we will work with you to manage this throughout. If you are successful in gaining employment, reasonable adjustments can also be made available to you in performing your role.

Recruitment process – what happens next

We thank all applicants for their interest in a role with ASIS. Please be advised that our selection process is rigorous and extensive and that we do not provide feedback to unsuccessful applicants. **If you progress from application, you will receive an SMS requesting you to complete online testing – please ensure that you complete this testing or your application will not progress further.**

All selection process decisions are merit based and candidates must be prepared to undergo various selection stages throughout the process.

A merit pool will be established for candidates who are suitable for this round and will remain valid for 18 months.

