



Selection documentation



Position title/ No:	Senior SQL and Windows Systems Engineer / 30910
Classification:	Executive Level 1
Location:	Sydney, Melbourne, Canberra, Brisbane, Adelaide, Hobart, Perth
Division/Section:	Internal Client Services / ICT Service Delivery and Support (ICTSD&S)
Reports to:	Assistant Director - Technology Operations
Employment status:	Ongoing / Non-ongoing (temporary)*
Hours:	Full time - 37.5 hours per week
Security clearance:	Negative Vetting 1
Salary:	\$104,507.62 - \$123,022.85 p.a. (plus 15.4% super)
Closing date:	Tuesday, 24 May 2022
Contact for questions:	Brendon Williams Ph: 0413 445 958

AFSA actively promotes flexibility with working options in this role to support your family commitments and personal interests

*This recruitment process is being used to fill a current **ongoing** position in either our Adelaide, Brisbane, Canberra, Melbourne, Sydney, Hobart, or Perth office. A merit pool of suitable candidates may be established as a result of this process to assist AFSA to fill similar ongoing and non-ongoing positions that may become available over the next 12 months. Non-ongoing positions may be offered for a period of up to 18 months with the possibility of extension (up to a total period of 3 years). Should a non-ongoing position become ongoing or should an ongoing position become available, the merit pool established by this process may be used to determine a suitable candidate(s).

Eligibility

Please note that this opportunity is open only to Australian Citizens.

The successful applicant must have, or be willing to undergo a security clearance to the level of **Negative Vetting 1** as a condition of employment.

To satisfy character requirements all AFSA employees must undergo a police records check. Where a person has received a redundancy benefit from APS agency employment and their corresponding redundancy benefit period has not expired, they may be ineligible for employment.

About the area

The Internal Client Services Division is responsible for delivering a range of business and enabling services that support the Australian Financial Security Authority purpose through partnering with business divisions that regulate Australia's personal insolvency and personal property securities programs. The division provides professional services and leadership that promotes the efficient and effective operations of the agency whilst ensuring compliance with commonwealth legislation, policies and guidelines and promoting integrity, accountability, and transparency.

The Technology Operations Team contributes to AFSA's technology program by providing expertise across a broad range of technologies.

Purpose of the position

The Senior Systems Engineer role will be focused on current Data Centre technology solutions and moving to Microsoft Azure cloud first and Software as a Service Solutions. The Senior Systems Engineer will work closely with ICTSD&S Assistant Directors, project managers, operational staff, and SME's. The Senior Systems Engineer will maintain and promote a strong client focussed ICT service culture to support AFSA's business operations.

Key Accountabilities

The responsibilities of the **Senior SQL and Windows Systems Engineer** include but are not limited to:

- monitoring, administering and providing 2nd and 3rd level support of Microsoft and VMWare based infrastructure, including on-premises VCentre, ESXi, Windows servers, AD, IDAM, SCCM, SCOM, Exchange, M365 and MS Azure
- managing and maintaining the overall integrity of IT infrastructure including Cisco UCS, Data Center MAC's, patches, upgrades and firmware upgrades
- undertaking SQL DBA functions in support of our main SQL resource
- initiating, building, and maintaining strong stakeholder relationships across the Internal Client Services Division, business, and operational areas, internally and externally, and includes establishing and maintaining professional networks to support portfolio and project outcomes
- creating, executing, and reporting high-quality artefacts such as test cases, complex scenarios, disaster recovery, business continuity procedures, knowledgebase articles, and business cases, ensuring adherence to section standards and guidelines

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- supporting the planning, design and implementation of the overall technology strategy, driving AFSA's transition from data centres to cloud native technology.
- developing work instruction documents, working to set timeframes and providing high quality customer service.

Technical Skills and Experience:

- Microsoft Azure, Microsoft operating systems, M365, VMWare (VCentre, ESXi), Exchange, SCCM, SCOM, Azure Identity Management and Active Directory Management
- SQL DBA experience particularly with regard to support and maintenance of on premise servers
- Knowledge of software applications such as Aurion ESS and Technology 1 finance applications is desirable
- Windows and VMWare ISM compliance management
- Plan work and allocate time according to emerging priorities, while adopting a flexible approach to changing priorities and escalating issues as required
- Proficiency with Certificate Services and PKI
- Excellent troubleshooting and problem-solving skills
- Collaborate with internal and external stakeholders to investigate and implement business and technical solutions and, where required, provide high-level analysis to resolve technical issues.
- Great interpersonal & communication skills
- Technical mentoring team members

All duties will be performed in accordance with:

- the APS Values, Code of Conduct and Employment Principles
- WHS obligations, taking responsibility for own health and safety and that of others
- AFSA's risk management framework and relevant legislation, including guiding others to identify and mitigate foreseeable risks.

Skills and Capabilities

Fosters a service culture

- Keeps clients and stakeholders at the centre of all thinking, decisions and actions, including internal systems and processes
- Demonstrates empathy and listens deeply, to understand the stakeholder's context, challenges and needs Keep one's word, and follow through any promise or commitment made to the stakeholder.

Digital dexterity

- Demonstrates willingness and ability to explore and utilise existing and emerging technologies effectively to achieve better business outcomes.

Communicates simply, tailors' messages to the audience

- Communicates clearly in plain English, without using jargon
- Demonstrates an ability to convey a message succinctly and with empathy, regardless of medium (written, verbal, digital)

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- Understands the target audience, and tailors written and verbal messages in a way that appeals to them.

Working with ambiguity

- Demonstrates proactivity, emotional intelligence and self-direction in the face of uncertainty or new situations
- Demonstrates high levels of persistence and resilience when dealing with complex issues, apply a solution-focused approach to solving problems and collaborate with others to achieve fit for purpose solutions.

Qualifications, accreditations and experience

- Bachelor's degree in Information Technology or Computer Science.
- Detailed working knowledge of Microsoft Azure and M365 technology as applied to enterprise environments.
- IT industry certifications and qualifications - including but not limited to SQL DBA.
- Detailed working knowledge of Windows based on-premise systems, MS SCCM, end user SOE's, Active Directory and GPO's.
- Knowledge of mobile device management, computer hardware and peripherals.
- Familiarity with script languages such as PowerShell.
- Excellent communication skills.
- Ability to analyse and implement technical designs from basic specifications.
- Ability to problem solve complex IT issues.

Application details

The application is the tool that the selection committee will use to shortlist applicants.

Your application must include:

1. A completed Position Application Form (available on the AFSA [website](#))
2. A current Resume/ CV including contact details for at least two recent referees
3. A **two-page pitch**, that considers the key responsibilities and essential capabilities of the position and states the following:
 - Why you are interested in the position
 - How your skills and experience make you the best person for the position
 - What value you can add to AFSA and the Internal Client Services Division.
4. State the position title and location in the subject line and email: recruitment@afsa.gov.au

Applications must be submitted no later than Tuesday, 24 May 2022.

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A selection decision may be made on the basis of your application only. A telephone interview may be conducted in the first instance. Candidates may also be required to undergo psychometric and/or work sample testing as part of this selection process.

All pre-employment checks will be conducted via an external party (Equifax). For further information on Equifax's privacy policy please refer to: <https://www.equifax.com.au/privacy>

We encourage applications from Indigenous Australians, peoples from culturally diverse backgrounds and people with disabilities. We are committed to providing a working environment that values diversity and supports staff to reach their full potential.

If you are an applicant with a disability or other special needs, please contact the Disability Access Coordinator on (02) 8233 6999 to discuss any requirements that may assist you in your application.

Thank you for your interest in this position.

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