



## POSITION DESCRIPTION – General Staff

### For levels 6/7 and above

Position Title: Systems Administrator (Virtualisation) Level: 6/7  
 Faculty/Division: Information Technology Services Department/Location: Technology and Infrastructure

#### Primary purpose of the position:

The position System Administrator (Virtualisation) is key to developing and supporting the University's virtual computing infrastructure and services whilst at the same time contributing to the broad Systems administration team within ITS.

The position is responsible for working in a small team, scoping, designing and implementing an architecture providing virtualisation solutions and services for a diverse user base at the University whilst at the same time ensuring its reliability, robustness and scalability. Finally the position is responsible for supporting some of our strategic efforts in Desktop Virtual computing i.e. BYOD.

#### Position Environment:

Information Technology Services (ITS) is the University's central IT provider, delivering to the campus community a robust infrastructure platform enabling the delivery of services and support inline with strategic and operational requirements.

This position which is based within ITS's Technology and Infrastructure Group (T&I) is key to supporting and driving forward the University virtualisation services and efforts. The successful applicant will work as part of a team of system administrators overseeing a diverse array of services to the University community.

ITS's role in the organisation is to support, advise and enable the University community. In doing so this position requires an individual with strong technical leadership skills, a commitment to working in large teams to produce quality outcomes and most importantly a proven track record working with staff from various areas of the business of differing backgrounds.

#### Major Accountabilities/Responsibilities:

Responsibilities		Outcome	Percentage of Time	Office Use Only
1.	Day to day system administration of University virtual computing infrastructure e.g. provisioning, monitoring, capacity management, diagnostic, performance tuning.	Ensure the reliability, robustness and scalability of the institutions virtualisation infrastructure.	30%	

2.	Continually Analyse, plan and design solutions supporting a vast array of projects which leverage virtualisation technology	Ensure solutions leveraging virtualisation technologies are architecturally sound and inline with customer requirements.  Foster an attitude of continuous improvement.	25%	
3.	Review or further develop core virtualization infrastructure inline with ever changing business needs and requirements	Ensure central services offered are inline with business requirements and expectations.	20%	
4.	Provide broad operational support across a number of Windows, Unix and storage services.	Contribute to the broader resourcing and skill set within ITS.	10%	
5.	Develop and maintain processes and documentation surrounding virtualisation.	Continuous updating of documentation & framework	10%	
6.	Provide technical and strategic input on virtualisation matters to various stakeholders across the organisation.	Cross unit consultation	5%	
7.	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing	
8.	Adhere to principles & practices of OH&S	To ensure a safe working environment for self & others.	Ongoing	

### Reporting Relationships:

Position Reports to:	Senior Manager, T&I
The position supervises the following positions:	N/A
Other Key Contacts:	Desktop Support Manager, ITS Desktop Support & Helpdesk teams, ITS Systems Team, Other ITS Teams, Key Faculty & Division stakeholders

### Key Relationships:

#### Contact/Organisation:

ITS Senior Manager T&I  
ITS Systems Staff  
ITS Staff  
Faculty/Division IT Staff

#### Purpose & Frequency of contact:

Guidance, Problem sharing & solving  
Logistics planning, risk analysis & impact  
Shared problem solving and change management  
IT referral, liaison and knowledge sharing

### Key Challenges:

1. Self motivated, well organised individual while interacting with a number of inter-unit teams & multitasking a number of projects
2. Take initiative to identify solutions to improve services provided
3. Maintaining skills and knowledge in a rapidly changing technologies
4. Communicate with all parties, from non-technical to IT specialists

## Knowledge & Skills:

### Essential:

- Detailed knowledge of virtualisation technologies such as VMware ESX, Vsphere specifically relating to day to day management, diagnostic and performance tuning.
- Sound knowledge of network and storage concepts, which relate to ongoing design, management and deployment of virtual computing infrastructures.
- Understanding of both concepts and technologies surrounding desktop virtualisations i.e. Bring Your Own Device (BYOD)
- Detailed knowledge of Windows XP/Windows 7 operating systems, including working with file systems & registries and deployment/ configuration/ management tools including SMS, SCCM, Active Directory and Group policies.
- Knowledge of Linux/ Unix operating systems and basic system administration processes.
- An appreciation of ITIL, more specifically, Change and Release Management processes.
- Ability to share knowledge and provide assistance and support to other team members
- Demonstrated experience in Windows/Unix automation using VBScript, Batch Files, PowerShell, Python or shell.
- Skill in communicating with a diverse range of clients
- Developed skills in writing guidelines and documentation
- Understanding of EEO and OH&S policies and practices

## Education & Experience:

### Essential:

- Degree or certifications in an appropriate IT discipline and/or a combination of experience and education/training.
- Demonstrated experience running on a day to day basis one or more large virtualisation clusters built from the VMware technology stack e.g. ESXi, VSphere etc.
- Experience in architecting (including disaster recovery), scoping, planning, monitoring and tuning virtual server clusters providing a variety of services within an organisation.
- Experience working with desktop virtualisation software such as VMware View.
- Demonstrable Experience managing storage platforms supporting virtualisation solutions built on the Netapp OnTap platform.
- Demonstrable experience working a large complex network environment i.e. familiarity with basic networking concepts e.g. routing, switching, protocols.
- Solid Experience architecting solutions leveraging virtualisation technologies to support niche customer requirements.
- Experience in providing stakeholders advice on virtualisation technology roadmaps enabling strong
- Demonstrable experience in administering Windows 2003, 2008 server infrastructures leveraging Active Directory.
- Experience administering Unix and Linux platforms and the services they may offer.

### Desirable

- Experience with other proprietary and open virtualisation technologies including Citrix Xen\*, KVM, Virtualbox etc.
- Experience with virtual provisioning platforms e.g. Cloudstack and OpenStack

- Appropriate virtualisation industry certifications e.g. VCP

### Personal Attributes:

- Self motivated, ability to be innovative and strong problem solving skills
- Ability to liaise effectively with a diverse range of users
- Ability to work within a team environment, with a “can-do” attitude
- Ability to learn and cope with changing technology
- Effective verbal and written communication skills
- Ability to work under pressure with limited supervision and direction

### Special Job Requirements:

- Acceptance of ITS Customer Focus Charter
- Agreement to sign confidentiality Agreement
- Agreement to complete annual performance appraisals
- Adhere to ITS Dress Code
- After hours work

### Organisational Chart:

### Approval:

Approved by Head of Unit: \_\_\_\_\_

Date: \_\_\_\_\_

Approved by Personnel: \_\_\_\_\_

Date: \_\_\_\_\_