**ATTACHMENT 2**

**STATEMENT OF WORK**

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| **Nominated Candidate** | |  |
| **Role** | | ICT Storage Architect |
| **Contract Commencement Date** | | On or after 1 December 2021 |
| **Contract Expiry Date** | | 12 months from contract commencement |
| **Purpose of Services:** | | Professional Services (Clause 7.11) |
| **Role Description** | | Function as IT Storage and Data Protection (SDP) architect and implementer for new systems, and lead the effort in maintaining current IT storage systems in numerous discrete domains and locations.  You must provide expert technical advice on behalf of the team and ASD to whomever seeks such advice, and you must also function as the SDP technical team lead. |
| **SFIA Level of Responsibility Required**  *Description Below* | | The Specified Person will be expected to demonstrate attributes of SFIA Level of Responsibility 6 |
| **SFIA Skills Required**  *Description Below* | | ARCH 6  STMG 5  SYSP 5  ITOP 4  CHMG 5  USUP 5  DLMG 5 |
| **Other Skills and Knowledge** | | **Statement of Suitability Against Other Skills and Knowledge** |
| 1. Demonstrated experience with Enterprise Storage Technologies from HDS, HP and NetApp. | |  |
| 1. Broad experience in the successful sustainment of Enterprise Storage systems that include Block, NAS and Object Store architectures. | |  |
| 1. Experience with Enterprise Backup and Recovery solutions. | |  |
| 1. Essential: Strongly demonstrated experience with VMware | |  |
| 1. Demonstrated experience with Cisco and Brocade SAN networking infrastructure | |  |
| 1. Demonstrated experience with Object Storage technologies | |  |
| 1. Demonstrated experience with enterprise monitoring and content intelligence solutions | |  |
| 1. Demonstrated ICT Security experience or qualifications | |  |
| 1. Demonstrated experience with Unix / Linux servers | |  |
| **Major Responsibilities:** | | **Statement of Suitability Against Major Responsibilities** |
| 1. Architect, design, implement and deliver Enterprise Storage solutions for systems at all classification levels. | |  |
| 1. Develop and deliver an Enterprise Storage roadmap across multiple classifications and geographically separated data centres. | |  |
| 1. Lead the expansion, migration, and consolidation of Enterprise Storage architecture from HDS, HP, Pure and Netapp | |  |
| 1. Provide technical leadership and routine business management of existing Enterprise Storage architectures and associated support agreements | |  |
| 1. Lead systems administration of the existing Storage Area Networks (SAN) in conjunction with future backup storage requirements | |  |
| 1. Lead the resolution of complex Service Request and Incident tickets in the Storage and Backup Services queue | |  |
| 1. Working with the Storage Services Manager collaboratively manage incidents, problems, continuous services improvement and workflows to meet team deadlines. | |  |
| 1. Contribute technical knowledge and industry best practice to a customer focused, security enabled global ICT platform. | |  |
| 1. Lead the development and implementation of enterprise Content Intelligence and analytics software and related infrastructure | |  |
| 1. Engage and liaise with assigned project representatives and other support teams regarding storage systems future state and roadmap | |  |
| 1. Design, review and establish continuous improvement of internal administrative and Standard Operating Procedures to promote storage services infrastructure and maintain accreditation | |  |
| **Other Features of the Role (e.g. location, travelling, shift hours,)** | | **Service Provider Response** |
| 1. The role is Canberra Based. There may be a requirement for occasional work at different locations in the ACT. | |  |
| Prepared by: Michael Ellis  Date: 21 July 2021  Authorised by: Anton Vatcky | | |
| **SFIA Core Competencies** | | |
| **SFIA Level Of Responsibility 6** | | |
| **Autonomy** | Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and assigns responsibilities. | |
| **Influence** | Influences policy and strategy formation. Initiates influential relationships with internal and external customers, suppliers and partners at senior management level, including industry leaders. Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance. | |
| **Complexity** | Has a broad business understanding and deep understanding of own specialism(s). Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the implementation of policy and strategy. Creatively applies a wide range of technical and/or management principles. | |
| **Business skills** | Absorbs complex information and communicates effectively at all levels to both technical and non-technical audiences. Manages and mitigates risk. Understands the implications of new technologies. Demonstrates clear leadership. Understands and communicates industry developments, and the role and impact of technology in the employing organisation. Promotes compliance with relevant legislation. Takes the initiative to keep both own and colleagues' skills up to date | |
| **SFIA Professional Skill Level Description** | | |
| **ARCH 6** | Leads the development of architectures for complex systems, ensuring consistency with specified requirements agreed with both external, and internal customers. Takes full responsibility for the balance between functional, service quality and systems management requirements within a significant area of the organisation. Establishes policy and strategy for the selection of systems architecture components, and coordinates design activities, promoting the discipline to ensure consistency. Ensures that appropriate standards (corporate, industry, national and international) are adhered to. Within a business change programme, manages the target design, policies and standards, working proactively to maintain a stable, | |
| **STMG 5** | Manages the storage and backup systems to provide agreed service levels. Responsible for creating, improving, and supporting quality IT services with optimal utilisation of storage resources, ensuring data security, availability and integrity of business data. Drafts standards, procedures and guidelines for implementing data protection and disaster recovery functionality for all business applications and business data using different online and offline storage devices. | |
| **ITOP 4** | Provides technical expertise to enable the correct application of operational procedures. Uses storage management tools to determine network load and performance statistics. Contributes to the planning and implementation of maintenance and installation work, including building and management of systems and components in virtualised computing environments. Implements agreed storage charges and maintenance managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers. | |
| **USUP 5** | Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses cause of incidents, and inform service owners in order to minimise probability of recurrence, and contribute to service improvement. Analyses metrics and reports on performance of incident management process. | |
| **SYSP 5** | Evaluates new system software, reviews system software updates and identifies those that merit action. Ensures that system software is tailored to facilitate the achievement of service objectives. Plans the installation and testing of new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Ensures that operational documentation for system software is fit for purpose and current. Advises on the correct and effective use of system software | |
| **DLMG 5** | Defines solution development projects which support the organisation's objectives and plans. Ensures that senior management is both aware of and able to provide the required resources. Contributes effectively to improving solution development processes within the organisation justified by measurable business benefits. Facilitates availability and optimum utilisation of resources, especially in Agile projects. Monitors and reports on the progress of development projects, ensuring that projects are carried out in accordance with agreed standards, methods and procedures (including secure software development). Applies secure development improvement practices. | |
| **CHMG 5** | Develops implementation plans for complex requests for change. Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted). Seeks authority for those activities, reviews the effectiveness of change implementation, and suggests improvement to organizational procedures governing change management. Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change. | |