**ATTACHMENT 2**

**STATEMENT OF WORK**

|  |  |  |
| --- | --- | --- |
| **Nominated Candidate** | |  |
| **Role** | | ICT System Administrator |
| **Contract Commencement Date** | | On or after 1 July 2021 |
| **Contract Expiry Date** | | Contract terms between 12 & 24 months will be considered. |
| **Purpose of Services:** | | Professional Services (Clause 7.11) |
| **Role Description** | | The ICT System Administrator is responsible for complex activities and tasks relating to monitoring and maintenance of ICT servers and software. The System Administrator will conduct these activities whilst working cohesively and flexibly with related stakeholders to the Australian Signals Directorate (ASD). |
| **SFIA Level of Responsibility Required**  *Description Below* | | The Specified Person will be expected to demonstrate attributes of SFIA Level of Responsibility 4 |
| **SFIA Skills Required**  *Description Below* | | SYSP 4  ITOP 4  USUP 4 |
| **Other Skills and Knowledge** | | **Statement of Suitability Against Other Skills and Knowledge** |
| 1. Experience in the successful delivery of complex ICT outcomes across an Enterprise. | |  |
| 1. Proven experience in Windows system administration. | |  |
| 1. Demonstrated experience and understanding of ITIL processes and procedures is considered advantageous | |  |
| **Major Responsibilities:** | | **Statement of Suitability Against Major Responsibilities** |
| 1. Administer, monitor and maintain, complex Microsoft technologies. Provide advance skills in delivery of services to ICT platforms utilising Commonwealth approved designs. | |  |
| 1. Manage capabilities that maintain the Standard Operating Environment (SOE) while monitoring the environment. | |  |
| 1. Develop, maintain and perform operational procedures and document changes to ensure operational tasks are performed reliably and consistently to reduce the risk of unplanned outages | |  |
| 1. Provide administration with focus on scripted cross forest object migration, planning and coordination. | |  |
| 1. Install, maintain, decommission and support MS Windows 2016, Windows 2019. | |  |
| **Other Features of the Role (e.g. location, travelling, shift hours,)** | | **Service Provider Response** |
| 1. Role is Canberra based. There may be a requirement for occasional interstate travel. | |  |
| 1. There will be a requirement to undertake occasional planned work outside the core hours, preferably during a maintenance window. | |  |
| Prepared by: Sulo Sriskantha, Team Leader ET- IS, Enterprise, Automation & Monitoring  Date: 1 December 2020  Authorised by: Cara Armstrong. Section Head, ET-II | | |
| **SFIA Core Competencies** | | |
| **SFIA Level Of Responsibility 4 (LOR4)** | | |
| **Autonomy** | Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes. | |
| **Influence** | Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives. | |
| **Complexity** | Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues. | |
| **Knowledge** | Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organisation. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing practices and their application and takes responsibility for driving own development. | |
| **Business skills** | Selects appropriately from applicable standards, methods, tools and applications. Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing technologies and their application and takes some responsibility for driving own development. | |
| **SFIA Professional Skill Level Description** | | |
| **ITOP 4** | Provides technical expertise to enable the correct application of operational procedures. Uses network 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 network changes and maintenance routines. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers. | |
| **SYSP 4** | Reviews system software updates and identifies those that merit action. Tailors system software to maximise hardware functionality. Installs and tests new versions of system software. Investigates and coordinates the resolution of potential and actual service problems. Prepares and maintains operational documentation for system software. Advises on the correct and effective use of system software. | |
| **USUP 4** | Prioritises and diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents. Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures. | |