**ATTACHMENT 2**

**STATEMENT OF WORK**

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| **Nominated Candidate** |  |
| **Role** | System Administrator – Multiple Positions |
| **Contract Commencement Date** | ASAP  |
| **Contract Expiry Date** | Contract terms between 12 and 24 months will be considered. |
| **Purpose of Services:** | Professional Services (Clause 7.11). |
| **Role Description** | SIGINT and Network Operations Group – Systems Project Office (SNO-SPO) within the Australian Signals Directorate (ASD), will deliver cutting edge capabilities to Defence through a variety of different programmes and projects. To facilitate this ASD has a requirement for a System Administrator.The System Administrator is required to lead and manage system administrative support activities in a key capability domain; is able to contribute in a business environment which is in a complex, emerging domain and operates at a rapid pace. |
| **SFIA Level of Responsibility Required** *Description Below* | The Specified Person will be expected to demonstrate attributes of SFIA Level of Responsibility 5 |
| **SFIA Skills Required***Description Below* | SYSP 5 ASUP 5SINT 4 HSIN 4ITOP 4STMG 4  |
| **Other Skills and Knowledge** | **Statement of Suitability Against Other Skills and Knowledge** |
| 1. Hadoop
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| **Major Responsibilities:**  | **Statement of Suitability Against Major Responsibilities** |
| 1. Lead and manage installation, configuration and maintenance of Linux based systems.
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| 1. Engage Puppet and Ansible for development of, and continuous configuration management of system builds.
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| 1. Manage and provide advice for ongoing hardware and operating system support
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| 1. Escalate issues and seek advice from the Project / Program Manager in a timely manner.
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| 1. Work with other system administrators and software developers to continuously improve processes and procedures.
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| 1. Navigate a complex business environment with only limited direction and in doing so, be prepared to approach a wide variety of engaged stakeholders.
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| 1. Communicate with diverse stakeholder groups in technical and business process terms.
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| 1. Write documentation in accordance with ASD policies and procedures.
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| **Other Features of the Role (e.g. location, travelling, shift hours,)** | **Service Provider Response** |
| 1. The role is based in Canberra with minimal travel.
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| Prepared by: Darrell MaloneDate: 17/12/2020Authorised by: Travis Alexander |
| **SFIA Core Competencies** |
| **SFIA Level Of Responsibility 5**  |
| **Autonomy** | Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities. |
| **Influence** | Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. |
| **Complexity** | Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements. |
| **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**  |
| **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. |
| **ASUP 5** | Drafts and maintains procedures and documentation for applications support. Manages application enhancements to improve business performance. Advises on application security, licensing, upgrades, backups, and disaster recovery needs. Ensures that all requests for support are dealt with according to set standards and procedures. |
| **SINT 4**  | Defines the integration build, accepts software modules from software developers, and produces software builds for loading onto the target environment. Configures the hardware environment, produces integration test specifications, and conducts tests, recording details of any failures and carrying out fault diagnosis. |
| **HSIN 4** | Undertakes routine installations and de-installations of items of hardware and/or software. Takes action to ensure targets are met within established safety and quality procedures, including, where appropriate, handover to the client. Conducts tests of hardware and/or software using supplied test procedures and diagnostic tools. Corrects malfunctions, calling on other experienced colleagues and external resources if required. Documents details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Develops installation procedures and standards, and schedules installation work. Provides specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service. |
| **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. |
| **STMG 4**  | Reviews capacity, performance, availability and other operational metrics and take appropriate action to ensure corrective and proactive maintenance of storage and backup systems to support the requirement to protect and secure business information. Creates reports and proposals for improvement and contributes to the planning and implementation of new installations and scheduled maintenance and changes within the system. Prepares and maintains operational procedures and provides technical expertise and appropriate information to the management. |