**ATTACHMENT 3**

**STATEMENT OF WORK**

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| **Nominated Candidate** | |  |
| **Role** | | System/Network 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/Network Administrator.  The System/Network Administrator is expected to provide support to the Project Management Office (PMO) with the primary focus being on ongoing maintenance activities and the hardware they are responsible for.  The types of hardware involved may include servers, blade centres, network devices and other related peripheral components, including PCI-e cards and media convertors. |
| **SFIA Level of Responsibility Required** *Description Below* | | The Specified Person will be expected to demonstrate attributes of SFIA Level of Responsibility LOR 4 |
| **SFIA Skills Required**  *Description Below* | | SYSP 4  ITOP 3  NTAS 2  HSIN 2 |
| **Other Skills and Knowledge** | | **Statement of Suitability Against Other Skills and Knowledge** |
| 1. Understanding of datacentre and/or telecommunications hardware and the environments they are used in, including cabling options (CAT6, DACs and fibre) and infrastructure variants | |  |
| 1. Understanding of configuration of other hardware devices such as servers | |  |
| 1. Experience with Systems Administrative work conducted on RHEL systems, for the purposes of commissioning and sustaining systems | |  |
| 1. knowledge of Government, and or Defence procurement procedures is highly desirable | |  |
| 1. Experience with simple network protocols, languages and embedded operating systems, such as Cisco IOS. | |  |
| 1. Experience with configuration monitoring software that utilizes SNMP traps | |  |
| **Major Responsibilities:** | | **Statement of Suitability Against Major Responsibilities** |
| 1. Configure network connected equipment and perform basic fault investigations as they arise using device logs or fault codes. | |  |
| 1. Undertake work on RHEL systems of a Systems Administrative nature including; ILO connectivity, server kickstarting, software version upgrades, CLI remote control and fault finding activities. | |  |
| 1. Upgrade firmware using several installation techniques / options on devices, for example, network switches, routers, power distribution units | |  |
| 1. Undertake activities to transition delivered capability to operations | |  |
| 1. Assist with Installation and integration activities or the decommissioning of hardware | |  |
| 1. Undertake procurement activities necessary to enable successful delivery of capability. | |  |
| 1. Undertake and resolve System/ Networking issues tasking as   allocated by the Team Lead. | |  |
| 1. Assist with the preparation of status reports and prepare other project documentation, including work packages and support plans | |  |
| 1. Document technical processes in accordance with ASD policies and procedures | |  |
| 1. Ability to conduct sustainment activities (hardware / software) and associated documentation updates | |  |
| **Other Features of the Role (e.g. location, travelling, shift hours,)** | | **Service Provider Response** |
| 1. The role is based in Canberra with minimal domestic travel. | |  |
| Prepared by: Darrell Malone  Date: 17/12/2020  Authorised by: Travis Alexander | | |
| **SFIA Core Competencies** | | |
| **SFIA Level Of Responsibility (LOR 4)** | | |
| **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. | |
| **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 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. | |
| **ITOP 3** | Carries out agreed operational procedures, including network configuration, installation and maintenance. Uses network management tools to collect and report on network load and performance statistics. Contributes to the implementation of maintenance and installation work. Uses standard procedures and tools to carry out defined system backups, restoring data where necessary. Identifies operational problems and contributes to their resolution. | |
| **NTAS 2** | Assists in investigation and resolution of network problems. Assists with specified maintenance procedures. | |
| **HSIN 2** | Installs or removes hardware and/or software, and associated connections, using supplied installation instructions and tools. Conducts tests and corrects malfunctions. Documents results in accordance with agreed procedures. Assists with the evaluation of change requests. Contributes, as required, to investigations of problems and faults concerning the installation of hardware and/or software and confirms the correct working of installations. | |