**ATTACHMENT 3**

**STATEMENT OF WORK**

|  |  |  |
| --- | --- | --- |
| **Nominated Candidate** | |  |
| **Role** | | ICT Systems Administrator (Storage and Backup) |
| **Contract Commencement Date** | | On or soon after 19 August 2021 |
| **Contract Expiry Date** | | 12 or 24 months after the commencement date |
| **Purpose of Services:** | | Professional Services (Clause 7.11) |
| **Role Description** | | Provision of ICT Systems Administration (Storage and Backup) to enable the efficient sustainment of current infrastructure within a complex environment spanning multiple geographically separated data centres and remote offices. |
| **SFIA Level of Responsibility Required**  *Description Below* | | The Specified Person will be expected to demonstrate attributes of SFIA Level of Responsibility 3 |
| **SFIA Skills Required**  *Description Below* | | STMG 3  ITOP 3  USUP 3 |
| **Other Skills and Knowledge** | | **Statement of Suitability Against Other Skills and Knowledge** |
| 1. Experience in the administration and management of Storage technologies including Block and NAS implementations | |  |
| 1. Experience with Veritas NetBackup; or equivalent technologies | |  |
| 1. Demonstrated experience with Windows Servers and operating systems | |  |
| 1. Demonstrated experience with Unix/Linux platforms | |  |
| 1. Experience with virtualisation technologies such as VMware | |  |
| **Major Responsibilities:** | | **Statement of Suitability Against Major Responsibilities** |
| 1. Perform regular backups and restores on a scheduled basis or as directed | |  |
| 1. Provide assistance with the management of backup infrastructure | |  |
| 1. Provide support to resolve Service Request and Incident tickets in the Storage and Backup Services queue | |  |
| 1. Work as part of a team to manage incidents, problems, continuous services improvement and workflows to meet deadlines. | |  |
| 1. Provide documentation configuration for allocation of storage, installation and maintenance of storage and backup systems | |  |
| 1. Engage and liaise with assigned project representatives and other support teams regarding storage and backup deliverables. | |  |
| 1. Perform regular reporting to collect and report on storage utilisation, performance and backup statistics | |  |
| 1. Comply with internal administrative and Standard Operating Procedures. | |  |
| **Other Features of the Role (e.g. location, travelling, shift hours,)** | | **Service Provider Response** |
| 1. The role is based in Canberra with possible travel within Australia. | |  |
| Prepared by: Effie Belbin  Date: 19 April 2021  Authorised by: Greg Meagher | | |
| **SFIA Core Competencies** | | |
| **SFIA Level Of Responsibility 3** | | |
| **Autonomy** | Works under general direction. Uses discretion in identifying and responding to complex issues and assignments. Receives specific direction, accepts guidance and has work reviewed at agreed milestones. Determines when issues should be escalated to a higher level | |
| **Influence** | Interacts with and influences colleagues. Has working level contact with customers, suppliers and partners. May supervise others or make decisions which impact the work assigned to individuals or phases of projects. Understands and collaborates on the analysis of user/customer needs and represents this in their work | |
| **Complexity** | Performs a range of work, sometimes complex and non-routine, in a variety of environments. Applies methodical approach to issue definition and resolution | |
| **Business skills** | Demonstrates effective communication skills. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards and procedures. Contributes fully to the work of teams. Appreciates how own role relates to other roles and to the business of the employer or client. Demonstrates an analytical and systematic approach to issue resolution. Takes the initiative in identifying and negotiating appropriate personal development opportunities. Understands how own role impacts security and demonstrates routine security practice and knowledge required for own work. | |
| **SFIA Professional Skill Level Description** | | |
| **STMG 3** | Performs regular high-performance, scalable backups and restores on a schedule and tracks offsite storage. Carries out documented configuration for allocation of storage, installation and maintenance of secure storage systems as per the agreed operational procedure. Identifies operational problems and contributes to their resolution. Uses standard management and reporting tools to collect and report on storage utilisation, performance and backup statistics. | |
| **ITOP 3** | Carries out agreed operational procedures, including infrastructure configuration, installation and maintenance. Uses infrastructure management tools to collect and report on load and performance statistics and to automate the provisioning, testing and deployment of new and changed infrastructure. 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. | |
| **USUP 3** | Following agreed procedures, identifies, registers and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate. Maintains records and advises relevant persons of actions taken. | |