**ATTACHMENT 1**

**STATEMENT OF WORK**

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| **Nominated Candidate** | |  |
| **Role** | | ICT System Administrator |
| **Contract Commencement Date** | | On or after 1 July 2021 as negotiated. |
| **Contract Expiry Date** | | 12 or 24 month contracts will be considered. Quotes are requested for both durations. |
| **Purpose of Services:** | | Professional Services (Clause 7.11) |
| **Role Description** | | ICT System Administrator will be responsible for working under general direction, providing administration, ICT troubleshooting and support to users and their systems, as well as assisting with the sustainment, enhancement and hardware assembly of new ICT capability for the Deployable Services Support Team. |
| **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* | | HSIN 4 SYSP 4 ITOP 3 USUP 3 |
| **Other Skills and Knowledge** | | **Statement of Suitability Against Other Skills and Knowledge** |
| N/A | |  |
| **Major Responsibilities:** | | **Statement of Suitability Against Major Responsibilities** |
| 1. Participate in the development of new ICT capability and system upgrades in accordance with user requirements and technology advancements. | |  |
| 1. Provide technical advice assistance with the sustainment and enhancement of Windows systems. | |  |
| 1. Install, enhance, and maintain existing ICT infrastructure. Including remote management and servicing. | |  |
| 1. Contribute to the development and support of the Windows Desktop SOE, utilising demonstrated skills in automation with Windows PowerShell. | |  |
| 1. Proactively monitor and troubleshoot issues with ICT systems. | |  |
| 1. Develop and support virtualised environments based on VMWare and Hyper-V platforms. | |  |
| 1. Basic ICT network configuration including network security management & configuration, DHCP and print services. | |  |
| 1. Update and produce relevant technical documentation and instructions. | |  |
| **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. | |  |
| Prepared by: Jonathan Elias  Date: 13 Apr 2021  Authorised by: Kavinga Hubert | | |
| **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** | | |
| **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. | |
| **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 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. | |
| **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. | |