**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 provide system administrative support under general direction in a key capability domain responsible for the production and sustainment of digital signals processing and embedded platforms. |
| **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* | | ITOP 3  CFMG 3  SYSP 3  SINT 2  RELM 3  PBMG 3  PROG 2 |
| **Other Skills and Knowledge**  ***Some or all*** *of the following are required* | | **Statement of Suitability Against Other Skills and Knowledge** |
| 1. Automation tools such as Ansible/Puppet, Packer, Kickstart | |  |
| 1. Network administration – experience configuring routers, switches, DHCP servers | |  |
| 1. Containerisation familiarity | |  |
| 1. Familiarity of Continuous Integration/Continuous Delivery (CI/CD) pipelines | |  |
| **Major Responsibilities:** | | **Statement of Suitability Against Major Responsibilities** |
| 1. Install and configure ICT infrastructure (physical and cloud managed) – this includes servers and/or network devices | |  |
| 1. Improve and maintain reliability of ICT infrastructure – this includes configuration automation, upgrading and patching, monitoring, along with utilising version control systems | |  |
| 1. Transitioning systems and services to corporately managed cloud infrastructure | |  |
| 1. Fault finding and troubleshooting ICT infrastructure in relation to items 1 – 3 of Major Responsibilities | |  |
| 1. Maintain technical documentation in accordance with industry standards. | |  |
| **Other Features of the Role (e.g. location, travelling, shift hours,)** | | **Service Provider Response** |
| 1. The role is based in Canberra with minimal travel. | |  |
| Prepared by: Emma Noone  Date: 21/06/2021  Authorised by: Tristan Kemp | | |
| **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. | |
| **Knowledge** | Has a sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information. Demonstrates effective application of knowledge. Has an appreciation of the wider business context. Takes action to develop own knowledge. | |
| **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 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. | |
| CFMG 3 | Applies tools, techniques and processes to track, log and correct information related to configuration items. Verifies and approves changes ensuring protection of assets and components from unauthorised change, diversion and inappropriate use. Ensures that users comply with identification standards for object types, environments, processes, lifecycles, documentation, versions, formats, baselines, releases and templates. Performs audits to check the accuracy of information and undertakes any necessary corrective action under direction. | |
| SYSP 3 | Uses system management software and tools to collect agreed performance statistics. Carries out agreed system software maintenance tasks. | |
| SINT 2 | Produces software builds from software source code. Conducts tests as defined in an integration test specification, records the details of any failures. Analyses and reports on integration test activities and results. Identifies and reports issues and risks. | |
| RELM 3 | Uses the tools and techniques for specific areas of release and deployment activities. Administers the recording of activities, logging of results and documents technical activity undertaken. May carry out early life support activities such as providing support advice to initial users. | |
| PBMG 3 | Investigates problems in systems, processes and services. Assists with the implementation of agreed remedies and preventative measures. | |
| PROG 2 | Designs, codes, verifies, tests, documents, amends and refactors simple programs/scripts. Applies agreed standards and tools, to achieve a well-engineered result. Reviews own work. | |