



<b>Position Description</b>	<b>Employee</b>
<b>Attachments</b>	<b>Addendum A</b> *Outlines the specifics of the allocated Directorate/Portfolio

## About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

**More information is available at:** <http://www.each.com.au>

<b>Our vision</b>	Everyone has the power to live well.
<b>Our purpose</b>	Health and support services that improve lives and strengthen communities.
<b>Our values and behaviours</b>	<p><b>We care.</b></p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p><b>We listen.</b></p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p><b>We learn.</b></p> <p>We evaluate our actions and always seek to improve.</p> <p><b>We deliver.</b></p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



## Position Summary

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

## Key Deliverables

Employees are responsible for:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

## Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

## Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



## **EACH Child Safe Commitment Statement:**

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

## **Key Selection Criteria**

### Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

### Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

### Mandatory Competencies and/or Licences

- Completion of an acceptable Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- A cleared National Worker Screening Check prior to commencement of employment (if required for the role – not applicable to all roles)

### Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.



- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.
- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.



## Part 2 - Addendum Systems Administrator

This document explains the work of the Systems Administrator and the outputs they will need to deliver

<b>Position:</b>	<b>Systems Administrator</b>
<b>Directorate / Service / Program:</b>	<b>IT Operations</b>
<b>Industrial Instrument Name:</b>	<b>Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022) (HSUA 1&amp;5 EA)</b>
<b>Instrument Classification:</b>	<b>Grade 5</b>
<b>Reports to:</b>	<b>Senior Systems Engineer</b>
<b>Effective Date:</b>	<b>19/04/2024</b>

### Key Deliverables

- Provide IT operational services for service requests, change management, incident management and problem management.
- Delivers and takes ownership of ICT technical requirements for projects.
- Be an ICT technical SME for project delivery and transition to BAU operations when required.
- Develop, implement, and continuously enhance technical ICT controls which include but are not limited to:
  - Business continuity and resiliency
  - Data and network security
  - Identity and access management
- Work with the business to define technical ICT requirements for operating platforms such as SOE lockdown, patching, group policy management for servers and end user devices.
- Produce ICT metrics to measure the level of threat and maturity of ICT controls across the organisation.
- Perform IT Security activities to meet ISO 27001 standards.
- Implement robust security measures and ensure compliance with industry standards and regulations.
- Participate in an out-of-hours support roster as and when required.
- Develop and maintain installation and configuration procedures.
- Research and recommend innovative options and where possible automated approaches that leverage our resources.
- Collaborate with vendors and third-party service providers to ensure effective service delivery and adherence to contracts.
- Provide technical support, guidance and mentoring to junior IT staff.



- Contribute to the delivery of the IT strategy for EACH.

### **Qualifications and skills**

- Bachelor's Degree in Information Technology, Computer Engineering or related field (or equivalent experience)
- Relevant ICT vendor qualifications
- Microsoft certifications – MCSA, AZ-104 etc
- VMware certifications
- ITIL certification
- 5+ years' experience in ICT administration or support.
- 2+ years' experience in a similar role.
- Experience in IT project management, preferably in a technical lead role.
- Advanced knowledge of security technologies such as malware protection, firewall, IPS, DLP, email gateway and proxies.
- Ability to present technical findings to ICT and business (management level) audience.
- Demonstrated ability to operate as part of a multi-discipline team in a complex and changing environment.
- Ability to manage competing deadlines.
- A high level of knowledge of current ICT trends, threats and technologies in complex ICT environments is essential.
- Advanced knowledge of different network topologies and basic principles of network architecture design.
- Advanced knowledge of Windows and Linux operating systems
- Extensive knowledge of private, public and hybrid cloud configuration and deployment is essential (Azure / Dell VxRail or similar HCI).
- Experience in firewall policy management, IPS tuning and network behavioural analysis.
- Sound understanding of secure VPNs, secure proxies and web application firewalls
- Exposure to incident response and performing system and data restorations in a complex environment.
- Exposure to large commercial information systems, including analysis, design and management of complex IT infrastructure and solution.
- Ability to work within an enterprise ICT network environment.

### **Physical Requirements:**

- able to sit at a computer for 6 – 8 hours per day
- Walk up stairs
- ability to travel between EACH locations
- Lift 3 kgs etc.