

POSITION DESCRIPTION

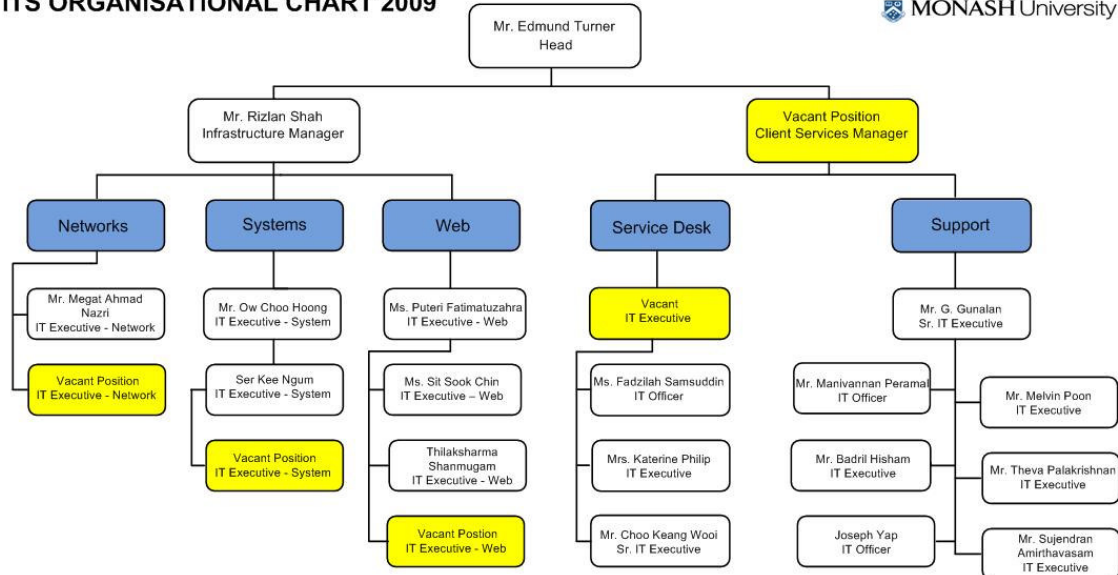
ORGANISATIONAL CONTEXT:

Monash University Sunway Campus, Malaysia (MUSCM), located at Bandar Sunway with a medical school at Johor Bahru, was established in 1998 as a partnership between Monash University Australia (MUA) and the Sunway Group. The university complies with the standards prescribed by the Ministry of Higher Education, Malaysia. The university offers undergraduate and postgraduate degree programs in six academic Schools: Arts and Social Sciences, Business, Engineering, Information Technology, Medicine and Health Sciences, and Science. It has a number of administrative departments providing a full range of technical, information technology and other services in support of the university's academic programs. The university has more than 3,800 students and over 400 academic and administrative staff. Student numbers are expected to grow to over 6,000 students.

The IT Services department at MUSCM is responsible for the provision of all IT services to all Schools and administrative groups at the Campus. Unlike the Australian campuses, this department not only supplies all core IT infrastructure but also provides the IT support services to the Schools, the Library and all student spaces.

Reporting to the Networks Manager, this role is responsible for assisting the manager in provision and ongoing performance of the entire IT infrastructure at the Malaysian site(s). This is a mid-level technical job requiring detailed knowledge and hands-on experience across a broad range of IT infrastructure areas. This position is also responsible for providing network support to staff and students. This position does not having direct financial delegation.

ITS ORGANISATIONAL CHART 2009



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KEY RESULTS AREAS AND RESPONSIBILITIES:

Server Systems Administration and support.

- Provide operational support and development of all server systems including Library, Finance, Directory Services, Web and Internet services, Email and collaboration servers, File and Print servers, Application Servers.
- To liaise with external vendors on support related issues and new product demo.
- To liaise with senior ITS staff based at Monash Australia to seek assistance and resolve issues.
- Provide diagnostic, resolution and problem escalation for system services issues.
- To setup and enhance the email and collaboration systems at the Malaysia campus.
- Monitor systems to ensure confidentiality and integrity of data and availability of all system services.
- Identifies and access IT security risk/exposure on new and existing infrastructure. Investigates and recommends appropriate corrective actions that need to be taken.
- To update and improve the server systems documentation.

Systems integration

- To provide methods of integrating University wide IT Services into the local environment, which will require communication and cooperation with senior IT systems administrators at Monash Australia.
- To provide methods of integrating various local systems into central systems in Australia, including the student databases, financial systems, email and collaboration system, Monash Directory Services, the Monash portals and Monash University Studies online – an online learning system.

Business Continuity & Disaster Recovery.

- To develop and enhance Business continuity procedures.
- To ensure systems are maintained in such a way as to provide maximum availability.
- To develop methods of configuration management for quality control and recovery purposes.
- Ensures Disaster Recovery documentation is kept up-to-date.

General IT Support

- Provide direct IT support to staff, students and visitors of MUSCM.
- Provide remote IT support to staff and students of MUSCM off-site campuses.
- Ensure that prompt, professional and courteous service is provided and maintained for both personal and telephone support.
- Ensure systems, networking and educational technology are maintained and supported, where appropriate.
- Promote the efficient use of IT facilities and technology within the university.
- Provide accurate logging of IT support carried out. This IT support log contributes to internal support knowledge base and case history tracking purposes.
- Perform software and hardware audits

Systems Development & Improvement

- To manage projects to deliver value added services on behalf of Monash University Malaysia.
- Explore and evaluate opportunities to make recommendations that contribute to the continuous improvement of the support and services provided by ITS.
- Provide on the job training to other ITS staff for newly deployed services.

Team membership and support for unit and campus goals

- Maintain a good general knowledge of the organisational structure, an understanding of the objectives of the systems area and of relevant to ITS, campus and University policies and procedures.
- As directed by the Networks Manager:
 - Contribute to achievement of unit objectives specified in the ITS annual development plan.
 - Meet quality standards specified in the ITS service level statement.
 - Report on progress against objectives and standards.
- Explore, evaluate and recommend opportunities to contribute to the continuous improvement of the support and services provided by ITS.
- Participate in the campus performance management and development scheme as per the timetable set by HR and actively contribute in six monthly performance management reviews.

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KEY SELECTION CRITERIA:

- A tertiary qualification in relevant computing discipline field.
- Knowledge of Microsoft Windows Server operating systems.
- Knowledge of Microsoft Exchange server, Systems Management Server (SMS)/System Center Configuration Manager (SCCM), Microsoft Operations Manager (MOM)/System Center Operation Manager (SCOM), SharePoint Server is an added advantage.
- Knowledge of Linux system administration is an added advantage.
- Working knowledge in networking fundamentals.
- Experience in project management and change management procedures.
- Ability to work effectively, with minimal supervision and cooperatively in a team environment.
- Ability to calmly troubleshoot issues at hand, prioritize requests, manage own time and planning and organising work to achieve specific objectives within the resources and deadlines set by more senior positions.
- A good understanding of a Higher education environment is an advantage.
- Possession of a Malaysian driving license.

OTHER JOB RELATED INFORMATION:

- Work overtime as required (Weekends and after working hours).
- Working flexible hours.
- Undertake related IT certification courses (MCSE/CCNA).