

## POSITION DESCRIPTION

<b>Position Title:</b>	IT Platforms Engineer
<b>Cluster / Business Unit / Division</b>	Information Technology
<b>Section or Unit:</b>	IT Infrastructure
<b>Classification:</b>	Band 6
<b>Job Family:</b>	ICT & Digital Solutions
<b>Position Description Number:</b>	PD-2563
<b>Work Contract Type:</b>	Professional
<b>STEMM/NON-STEMM:</b>	STEMM
<b>STEMM CATEGORY:</b>	Technology

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## POSITION PURPOSE

The IT Platforms Engineer is responsible for the ongoing operation of many of the organisations core IT infrastructure services in both the corporate and scientific spaces. Additionally, this role is also responsible for providing specialist advice and taking part in project teams to develop new IT capabilities for the organisation.

## ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves human health, saves lives, builds our industries and protects the environment. ANSTO is the home of Australia's most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

Information Technology is dedicated to enhancing and maintaining ANSTO's digital facilities for operational reliability and, providing a range of customer services to support ANSTO's research, business activities and projects.

The IT Platforms Team is comprised of multi – disciplinary specialists managing the development, delivery and ongoing support of ANSTO's core digital infrastructure encompassing data centres, storage, cloud services and compute facilities along with the support of services including remote access, email, authentication, file management and related activities.

Delivering a diverse range of IT infrastructure services for the organisation corporate and scientific users, the team significantly contributes to the development of ANSTO's digital capacity and capability.

## ACCOUNTABILITIES & RESPONSIBILITIES

### Key Accountabilities

The key accountabilities for this position include:

- **System Design and Architecture:** Designing the architecture of IT systems, including servers, storage solutions, and network configurations, while considering factors such as scalability, redundancy, and performance
- **System Maintenance and Monitoring:** Ensuring that all IT infrastructure components, including servers, storage systems, and other critical infrastructure, is centrally monitored and operating in a healthy state
- **Server Management:** Installing, configuring, and maintaining both physical servers and virtual machines, ensuring they run optimally by applying updates and patches as necessary
- **Cloud Infrastructure Management:** Managing cloud-based resources, including provisioning cloud instances, managing storage solutions, and ensuring integration with on-premises systems

- **Security Management:** Defending assets from cyber security threats through ongoing system patching including the continued growth of cyber security maturity through then enhancement of Essential 8 posture
- **Automation Solutions:** Develop and maintain scripts and automation tools to streamline IT operations, deploy servers, automate repeatable processes, and improve overall efficiency
- **Data Protection:** Ensuring that data is securely backed up, regularly tested for recoverability, and restored efficiently in case of data loss or corruption
- **Disaster Recovery and Business Continuity:** Developing and maintaining disaster recovery plans and ensuring business continuity by regularly testing and updating recovery procedures
- **Escalation Support:** Provide level three technical support by resolving incidents and requests escalated by the IT Service Desk
- **Vendor Management:** Collaborating with external vendors to procure hardware, software, and services, and managing vendor relationships to ensure timely delivery and support
- **Documentation and Reporting:** Maintaining detailed documentation of IT systems, configurations, and procedures, and generating reports to provide insights into system performance and areas for improvement
- **On-Call Support:** Provide specialist support to resolve critical IT incidents afterhours as well as supporting IT operations as part of an afterhours on-call roster
- **Project Team Support:** Periodically, provide specialist support as a dedicated project team resource building new capabilities for the organisation

### Decision Making

- **Prioritisation:** This position largely works autonomously, requiring effective time management and is responsible for making decisions on the prioritisation of tasks to ensure that critical issues are addressed promptly
- **Integrity:** This role is accountable for the accuracy, integrity and quality of the advice provided, and is required to ensure that decisions are based on sound evidence
- **Judgements:** At times, such as afterhours, this position may be required to make effective judgements under pressure or in the absence of complete information or expert advice
- **Delegation:** The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).
- **Compliance:** This role must ensure that all practices and procedures comply with organisational policies, safety requirements, vendor license agreements and industry standards to mitigate organisational risks

### Key Challenges

- Keeping abreast of emerging technology given the constantly evolving nature of IT solutions
- Demonstrating flexibility and adaptability to organisational change based on evolving technology and business needs
- Translating business requirements into functional IT components and services
- Solving complex IT problems as part of a large diverse team with an appreciation for a competition of ideas and approaches
- Managing Hybrid Cloud Environments that integrate both on-premises and cloud-based systems
- Balancing multiple priorities and deadlines within an environment of split demands between operational and project delivery
- Engagement with vendors to troubleshoot and develop technical solutions
- Champion and drive the adoption of new technologies as a subject matter expert

## KEY RELATIONSHIPS

Who	Purpose
<b>Internal</b>	
Manager IT Platforms	<ul style="list-style-type: none"> <li>Actively contribute to the direction and strategy for IT Systems.</li> <li>Provide expert and technical advice on systems management and enhancements and for relevant IT projects.</li> <li>Recommend and gain endorsement for improvements to systems development and administration.</li> </ul>
Work area team members	<ul style="list-style-type: none"> <li>Contribute to group decision making processes, planning and goals.</li> <li>Provide expert advice, technical and otherwise on a range of matters.</li> <li>Collaborate and share accountability.</li> </ul>
ANSTO Clusters	<ul style="list-style-type: none"> <li>Support the delivery of IT Projects.</li> <li>Provide expert advice and exchange information.</li> <li>Collaborate on cross cluster/organisation projects.</li> </ul>
<b>External</b>	
Stakeholders/Vendors	<ul style="list-style-type: none"> <li>Develop and manage effective relationships to collaborate on IT initiatives, projects and delivery</li> <li>Effectively exchange information with external stakeholders and vendors</li> </ul>

## POSITION DIMENSIONS

<b>Staff Data</b>	
Reporting Line	Reports to the Manager IT Platforms
Direct Reports	Nil
Indirect Reports	Nil

### Special / Physical Requirements

Location:	Lucas Heights or Clayton Working in different areas of designated site/campus as needed
Travel:	May be required travel to ANSTO sites from time to time Very occasional travel both nationally and internationally
Physical:	Office based physical requirements (sitting, standing, movement around office and site, extended hours working at computer) Manual handling (loading, unloading and movement of data centre infrastructure with aid of lifting equipment where practical) Presentations/Public speaking
Radiation areas:	May be required to work in radiation areas under tightly regulated conditions
Hours:	Willingness to work extended and varied hours based on operational requirements After hours work required for monthly maintenance and ad-hoc demands Required to provide SME support in an on-call capacity as well as supporting IT operations as part of an afterhours on-call roster
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements Must obtain and maintain appropriate federal government clearance

## Workplace Health & Safety

Specific role/s as specified in AP- All Workers

2362 of the ANSTO WHS  
Management System

Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties

## ORGANISATIONAL CHART

On file

## KNOWLEDGE, SKILLS AND EXPERIENCE

1. Degree in Computer Science or Information Technology or equivalent experience
2. Technical experience in the following areas:
  - Unix or Windows systems administration using a variety of operating systems
  - Administration of M365 cloud services such as EntraID, SharePoint, OneDrive, Teams and Exchange
  - Administration of Azure cloud infrastructure or similar technologies
  - Experience with enterprise identity management in hybrid cloud environments
  - Administration of mail infrastructure in hybrid cloud environments
  - Experience with infrastructure services such as Active Directory, DHCP, DNS, Group Policy, IIS etc.
  - Administration of virtualisation environments using VMware vSphere or similar
  - Maintenance of enterprise hardware in a data centre environment
  - Development of automation solutions for system administration functions using scripting languages like PowerShell or Bash
3. Specialist experience in one or more of the following areas:
  - Cloud Service Integration in hybrid environments
  - Administration of enterprise storage platforms such as NAS or SAN technologies
  - Administration of high-performance computing environments for scientific research
  - Database administration using Microsoft SQL Server
  - Management of Cyber security using Essential 8 definitions
  - Disaster recovery and business continuity planning
4. Experience in the delivery of IT services utilising ITIL service framework
5. Demonstrated ability to plan and organise work, including setting clearly defined objectives and priorities
6. Ability to solve complex technical problems
7. Strong verbal and written communication skills with a customer service focus
8. Willingness and ability to work as part of a team
9. Demonstrated high level technical leadership and project management skills and abilities
10. Demonstrated personal qualities including experience training and mentoring that will add value to the Information Management team.

## VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager		Delegated Authority	
Name:	Brad Smith	Name:	Marianne Morton
Title:	Manager IT Platforms	Title:	Chief Information & Digital Officer

Signature:	Signature:
Date:	Date: