

**E020 - POSITION DESCRIPTION****Title: Systems Administrator****Date: March 2015****ABOUT NETAWARE**

We specialise in the design, implementation and support of corporate networks and tailor our services to the needs of each individual customer.

Servicing our Customers in Brisbane, Queensland and all around Australia for over 16 years, we have extensive knowledge and experience in all aspects of technology and what is required to ensure your success.

We are in business to be successful. The best way to do this is to help our Customers be successful. Our focus is our Customers.

We will work with you to ensure your systems are running to their peak. We will ensure your Company has access to the most efficient and cost effective technology. We will act on your behalf and in your best interests with full access to our entire support network. We will manage and maintain your systems as if they were our own.

We will be transparent in all our dealings allowing you access to our systems & reporting. All the tech terms you've heard, we have too. We have a deep understanding of all existing technology. We stay ahead of the pack keeping up to date with the latest advancements. We have partnerships with all the providers you will need for end to end technology solutions.

We know all the in's and out's, pitfalls and obstacles so you don't need to. We have real world experience. This really matters, when disasters strike.

Whether it be advice on Security, Cloud, Disaster Recover or anything in between, we have done it before. We have fully trained, highly qualified staff and you will have full access to all engineers and management staff.

**POSITION ORGANISATIONAL RELATIONSHIP**

Reports to:	Managing Director
Team Leadership / Supervision:	N/A
Internal Liaison	Managing Director and staff
External Liaison	Employer Clients and other members of the Community as appropriate.

## KEY RESPONSIBILITIES

- Predominantly servicing business clients in Brisbane CBD, you will draw on your industry experience and strong communication skills to lead other team members in providing technical support across infrastructure / application platforms.
- Generate and maintain Customer Relationships through strong communication skills
- Configure, install and maintain servers and software, computers and peripheral equipment.
- Participate in and/or lead projects.
- Create and maintain technical procedure documentation.
- Undertake quoting, invoicing and ordering to ensure the provision of quality goods and services.
- Liaise with suppliers and other vendors
- Generate leads and develop business for the company.
- Represent Netaware at events (including conferences, expos, tradeshows, forums and meetings) with a focus on building sales opportunities
- Perform other tasks as directed by the Managing Director.

## SELECTION CRITERIA - ESSENTIAL

1. A minimum of 2 years appropriate industry experience.
2. Sound technical knowledge of and practical industry experience in Microsoft Windows Server, Microsoft Exchange Server, Office 365, DHCP, DNS, Active Directory, VMware, Shadow Protect and Labtech (or other MSP Software).
3. Sound technical knowledge of and practical industry experience with Server level hardware including Servers, SAN's, Switches, Routers and Comms.
4. A proven desire to build excellent relationships with the company's customers and to enhance the company's reputation in the industry. Integral to this are strong analytical skills, an ability to thrive in a busy environment and ability to nurture business relationships.
5. A demonstrated desire to build your skillset to become a Team Leader/ Management with the company. Integral to this are excellent oral and documentation skills; attention to detail; excellent team membership skills; the ability to work independently; excellent time management skills; ability to meet KPI's; and ability to manage and complete project work efficiently and effectively.

6. An ethical approach, an ability to maintain strict confidentiality and an ability to represent the company professionally is essential
7. Generating new business.
8. To currently be an Australian permanent resident.
9. To hold a 'C' class driver's licence and have own reliable well maintained vehicle is essential.

**SELECTION CRITERIA - DESIRABLE**

1. Proficiency in Phone Systems and VoIP Communications hardware and software, Cloud/SaaS (Microsoft and/or Google), Microsoft certification and Cisco certification are a definite advantage. University and/or TAFE qualifications are also a definite advantage.
2. Working knowledge of Cisco ranges of equipment and programming of this equipment
3. Knowledge of Netaware's product range
4. Knowledge of competitors' product range
5. Knowledge of networking events, industry specific events and seminars

**POSITION DESCRIPTION AUTHORIZATION**

Approved by: (Director)	..... Charles Simpson	Date:	
Employee: (Present &/or new)	..... Employee's Name	Date:	

**MORE INFORMATION**

**Remuneration (dependent upon experience, qualifications and skillset) is;**

**\$40,000 - \$60,000 pa incl. 9.5% superannuation  
 + sales commissions  
 + bonuses**

Position may also include netbook or laptop, company phone and a car park. This is a key position in a dynamic team, located in a Brisbane CBD office. You will be reporting to the Managing Director in a rapidly growing company.

**To apply for this position, email to [hr@netaware.com.au](mailto:hr@netaware.com.au) , all of the following:  
 Covering letter + C.V. + Responses to the selection criteria + Salary expectations**