

Position Description: IT Systems Administrator

Title and reporting relationships	
Position title	IT Systems Administrator
Business Unit	Information Technology
Reports to	IT Operations Manager
Scope:	Responsible for day-to-day support, maintenance, and optimisation of IT systems, infrastructure, and user environments across all sites
Direct reports	Nil
Indirect reports	Nil

Main Purpose of Position
The IT Systems Administrator is responsible for the day-to-day support, maintenance, and optimisation of IT systems and infrastructure. This role ensures systems are secure, available, and performing effectively, while providing hands-on support across servers, networks, user environments, and core business platforms.

Infrastructure & Systems Support	
Key Responsibilities	Success is demonstrated when:
- Administer, monitor, and maintain on-premise and cloud infrastructure, including servers, storage, virtual environments, and network components - Perform proactive system monitoring to identify performance issues, capacity constraints, and potential failures before impact - Execute system patching, upgrades, and lifecycle management in line with change processes and security standards - Maintain and regularly test backup and recovery processes to ensure business continuity - Support network reliability including basic troubleshooting across DNS, DHCP, VPN, and firewall configurations - Assist with site-based infrastructure issues, including hands-on troubleshooting during site visits	- Systems availability meets agreed uptime expectations (e.g. ≥99%) - Patching and upgrades are completed within defined timeframes - Backup processes are consistently successful and restore-tested - System performance issues are proactively identified and resolved
User & Access Management	
Key Responsibilities	Success is demonstrated when:
- Manage user lifecycle processes including onboarding, role changes, and offboarding in alignment with HR and payroll processes - Administer identity and access platforms (Active Directory, M365, Auth0), ensuring accuracy, security, and role alignment	- Access is provisioned/removed accurately and in a timely manner - No unauthorised access incidents due to control gaps - Identity/authentication issues are resolved quickly - Role-based access is applied consistently

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• Maintain secure access controls and enforce least-privilege principles across systems • Investigate and resolve authentication, access, and permission-related issues • Support audit and compliance activities by ensuring access records are current and traceable	
Application & ERP Support	
Key Responsibilities	Success is demonstrated when:
• Provide Level 2/3 support across business systems, including ERP platforms and integrated applications • Troubleshoot application issues, working closely with vendors and internal teams to identify root causes and implement fixes • Assist with system upgrades, releases, and deployments, ensuring minimal disruption to operations • Support data integrity and system reliability across key business processes (finance, production, quality) • Contribute to testing and validation of system changes	• Critical business systems remain stable and available • Issues are resolved with minimal disruption to operations • System changes are implemented without adverse impact • Vendors are engaged effectively to resolve issues
Service Desk & Incident Management	
Key Responsibilities	Success is demonstrated when:
• Act as escalation point for complex or unresolved service desk issues • Investigate incidents thoroughly to identify root cause and implement sustainable fixes • Participate in incident, problem, and change management processes aligned to ITIL practices • Ensure tickets are managed effectively, with clear documentation and communication to users • Identify recurring trends and work proactively to reduce repeat issues	• Incidents are resolved within SLA timeframes • Root causes are identified and documented • Recurring issues reduce over time • Communication with users is clear and timely
Cybersecurity & Compliance	
Key Responsibilities	Success is demonstrated when:
• Implement and maintain endpoint and infrastructure security controls including patching, antivirus, MFA, and device protection	• Security controls (MFA, patching, endpoint protection) are consistently maintained • Vulnerabilities are identified and addressed promptly • Audit requirements are met with minimal findings

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• Monitor systems for vulnerabilities and suspicious activity, escalating as required • Support security audits, compliance checks, and remediation activities • Promote secure system behaviours and adherence to IT policies across users • Assist with incident response activities where security risks or breaches are identified	• Security incidents are minimised and well-managed
Automation & Continuous Improvement	
Key Responsibilities	Success is demonstrated when:
• Identify repetitive tasks and implement automation (e.g. PowerShell scripts) to improve efficiency and consistency • Contribute to continuous improvement initiatives that enhance system reliability and reduce support demand • Maintain and improve documentation including SOPs, system diagrams, and knowledge base articles • Support standardisation of processes across sites	• Manual tasks are reduced through automation (e.g. scripts) • Improvements result in increased system reliability or efficiency • Documentation is current, accurate, and usable
Vendor & Hardware Management	
Key Responsibilities	Success is demonstrated when:
• Coordinate with external vendors to resolve system and infrastructure issues • Support procurement, provisioning, and configuration of hardware (end-user devices and infrastructure equipment) • Maintain accurate asset registers, licensing records, and equipment lifecycle tracking • Ensure hardware and systems are fit-for-purpose across all operational sites	• Hardware provisioning meets business needs and timelines • Asset register and licensing records are accurate • Vendor issues are resolved efficiently •

Decision Making Authority
Responsible for day-to-day technical decisions, issue prioritisation, and resolution within established frameworks; escalates significant risks or outages.
Effective decision making is demonstrated when
• Issues are resolved quickly with minimal business impact • Risks are identified early and escalated appropriately

Working Relationships	
Internal	External
• IT Operations Manager	• vendors and support providers

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Working Relationships	
Internal	External
- Service Desk and Applications teams - Finance, Operations, and Quality teams	
Effective working relationships are demonstrated when:	
- Communication is clear, practical, and responsive - Site teams feel supported and informed - Vendors deliver in line with expectations	

Qualifications, experience and competencies		
	Essential	Desirable
Education & Qualifications	Relevant IT qualification or equivalent experience	Microsoft, Azure, or networking certifications
Knowledge, Skills and Experience	3–7 years systems administration experience - Windows Server, Active Directory, M365 - Cloud platforms (Azure preferred) - Networking fundamentals (DNS, DHCP, VPN, firewalls)	- ERP systems (NAV/Business Central) - PowerShell or scripting/automation
Personal Qualities	- Strong troubleshooting capability - Detail-oriented and disciplined - Proactive and improvement-focused - Able to work independently across multiple sites	

Changes to Position Description
This position description is not exhaustive, and you may be required to undertake other duties that are reasonably required by your manager, consistent with the role. From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment. Any significant changes will be made in consultation with you.

Acknowledged / Accepted:

Employee: _____

Date: _____

Manager: _____

Date: _____