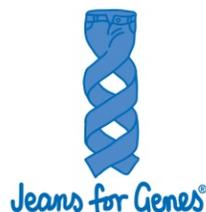# Systems Administrator (Windows)

- **Make an important contribution to the health of children through medical research**
- **Work with one of Australia's most respected national and independent medical research institutes**
- **Gain valuable experience in the not-for-profit sector**

Children's Medical Research Institute (CMRI) was Australia's first dedicated paediatric research facility and is now one of the nation's most highly regarded independent medical research centres. Our research focuses on the areas of embryonic development and birth defects, cancer, neuroscience and gene therapy and we have a strong international reputation based on our research outcomes. CMRI's research programs are supported by state of the art facilities and committed research and support staff. Our achievements are made possible by a loyal network of community supporters, highly engaged donors and the very successful Jeans for Genes® fundraising campaign.

About the Role

A Windows Systems Administrator is sought to join a growing IT team that currently supports around 200 staff. The core objective of the role is to maintain, improve and support the critical IT infrastructure of CMRI, including core networks, firewalls, security, servers, storage, cloud, email and collaboration systems, while delivering great customer service directly to our staff. Main duties will comprise:-

- Providing support as part of the service desk, and triaging more complex requests to ensure they are routed to the appropriate specialist team member or vendor
- Development of a technical knowledgebase for IT staff and an end-user knowledgebase to cover common help topics
- Deploying specialist software
- Identifying and mitigating security risks to ensure safe operation of IT systems
- Administer Office 365 Exchange email and other Office 365 products
- Creation of user and email accounts within an Active Directory environment
- Identifying and evaluating new technologies to improve IT services
- Liaise with vendors for desktop, server and infrastructure products, ordering new equipment and managing any associated maintenance
- Performance monitoring of networks and systems
- Continued virtualization of systems, either into a Hyper-V, on-premise cluster or Microsoft Azure
- Assisting in researching, specifying, testing and recommending new technologies to deliver against the IT roadmap

- Work with research staff to evaluate and recommend technologies to assist in their projects
- Participate in an on-call roster for critical infrastructure

About You

- Working in partnership with our staff to provide a positive experience of IT interaction is essential, so you will need good communication skills and enthusiasm for what you do, with a passion for customer service
- A willingness to learn
- A demonstrated understanding of Active Directory, Group Policy, Exchange, networking principles
- Scripting skills, especially Powershell
- Demonstrated ability to successfully deliver outcomes on time and to an agreed schedule
- Experience of deploying and administering InTune, Nimble Storage, Apple Macs would be beneficial
- Education to at least the level of Diploma in IT with a minimum of 3 years in a Windows Systems Administration role preferred

Above all, we are looking for someone who cares about customer service, and has the ability to learn new skills. Even if you don't tick all the boxes above, or lack experience, impress us and the role could be yours!

The role reports to the Head of IT.

The Benefits

The team culture is supportive and friendly, and we are passionate about providing a high quality service for our staff. We are progressive in our use of technology, and are continually seeking to improve our service, welcoming suggestions from all in the team. There is a real opportunity to learn new skills and build a career here.

You will be provided with a competitive remuneration package in accordance with qualifications and experience. Additional benefits include the provision of a Public Benevolent Institution salary packaging scheme and participation in an employer-contributed superannuation fund.

Applications should include a cover letter (citing **PV2034**), curriculum vitae and contact details (phone/email) of three professional referees and be forwarded to recruitment@cmri.org.au

We will interview suitable candidates as applications are received. Closing date for applications is **Friday 11th December.** We reserve the right to withdraw this ad prior to the closing date.

Please direct enquiries regarding the position to Mike Baker, Head of IT, mbaker@cmri.org.au 02 8865 2959.