



JOB APPLICATION PACKAGE – ICT SYSTEMS ADMINISTRATOR



About Aqwest

Aqwest is the trading name of the Bunbury Water Corporation

The Bunbury Water Board was formed in 1905 to obtain, treat and distribute water and has served the people of Bunbury for over 100 years. The move away from the historic Bunbury Water Board and the evolution of Aqwest occurred as part of the restructuring process in 1996/97.

Despite the updated image and streamlined structure, the tradition of delivering quality water at reasonable cost to the people of Bunbury continues with Aqwest.

Aqwest uses the latest technology and engineering know-how to produce and deliver high quality water for the expanding Bunbury community.

Location, Location, Location!

Bunbury is located 175km South of Perth on the beautiful South West coast of Western Australia and has an enviable lifestyle, fantastic climate, nearby wineries, outstanding restaurants and is surrounded by water on three sides including glorious beaches. It has all the modern entertainment and recreational facilities you would expect in a bustling and growing city. Bunbury has a rich pool of community and culturally diverse activities and is an exciting place to live and work.

Benefits

Short Guide to Employee Benefits

As well as competitive remuneration, Aqwest also provides and funds several health and welfare benefits to employees.

This short guide provides a summary of the conditions and benefits available at Aqwest.

HEALTH AND WELLBEING	
Flu Vaccinations	Provided annually free of charge to all employees.
Skin Cancer Screenings	Professional skin cancer screening provided annually to employees.
Employee Assistance Program	<p>A fully funded service provided by Aqwest for employees and members of their immediate family to access counselling services.</p> <p>Any employee can access the service. Sessions are limited to four per family unit.</p>
Shower Facilities	Access to shower and change room for employees at the workplace.
Bicycle Racks	Secure racks are available for employees' use.
WORKPLACE	
Induction Program	<p>All new employees participate in a comprehensive Induction Program that covers:</p> <ul style="list-style-type: none"> • Corporate Induction • Safety Induction • Human Resources Induction • Equal Employment Opportunity, Access and Inclusion
Flexible Work Arrangements	<p>Flexible work arrangements to assist employees to balance work and personal life are by arrangement between Aqwest and the employee.</p> <p>Arrangements include flexitime, which allows employees to alter start and finish times and have time off for other commitments.</p>
Lunchroom Facilities	Kitchen with full cooking facilities and a communal lunchroom are provided for employees.
Social Club	Aqwest provides a facility for employee payroll deductions of Social Club membership fees. Fees are \$10 per fortnight.
LEAVE	
Annual Leave	Consists of four weeks annual leave for twelve months of continuous service. Pro-rata for part-time staff.

Personal Leave	<p>Paid personal leave is available to employees for the following:</p> <ul style="list-style-type: none"> • Illness or injury. • Caring for immediate family or household members who are ill and require care. • Unexpected emergency affecting the staff member. • Personal leave accrues at one day per completed month of service and pro rata for part time staff.
Compassionate Leave	<p>Available in accordance with the Enterprise Agreement and National Employment Standards (NES).</p>
Public Holidays	<p>Paid leave on gazetted Public Holidays:</p> <ul style="list-style-type: none"> • New Year's Day • Good Friday • Easter Monday • Christmas Day • Boxing Day • Australia Day • Anzac Day • Foundation Day • Queen's Birthday • Labour Day • Two additional public holiday days in lieu
Long Service Leave	<p>Employees receive thirteen weeks of leave for ten years of continuous service. An additional thirteen weeks is available after each subsequent period of seven years of continuous service.</p>

Vision and Values

To be an independent, viable, and competitive water utility in the Western Australian water industry.

Our Values



Accountability



Integrity



Respect



Transparency

Employment Conditions

Location	Water Services Centre – 5 MacKinnon Way, Bunbury
Conditions	Aqwest Enterprise Agreement 2017
Qualifications	Cert IV in ICT related field or higher.
Salary Package	Permanent Full Time position Level 5, circa \$83,000, dependent on experience and/or qualifications. Probationary period – Three (3) months from commencement date.
Superannuation	Aqwest pays the superannuation guarantee (10%) plus an additional 1%. The 11% is paid into a fund of the employee's choice.
Hours of Work	76 hours per fortnight.
Pre-employment	The recommended applicant(s) will be required to undertake the following: 1. Full pre-employment medical assessment 2. Psychometric assessment Costs will be met by Aqwest.
Evidence of COVID-19 Vaccination	The Western Australian Government has announced a mandatory COVID-19 vaccination policy for a majority of occupations and workforces in WA. Aqwest as a water service provider is categorised as Group 2 which means that all Aqwest staff must be fully vaccinated by 31 January 2022. (First dose by 31 December 2021 / Second dose by 31 January 2022 / Booster within three (3) months of second dose).
National Police Clearance	The recommended applicant will be required to provide a current National Police Clearance. Cost will be met by Aqwest.
Closing Date	8:00am Monday 30 th May 2022 Late applications will not be accepted. We reserve the right to commence interviews prior to the close date and to close this advert early if a suitable candidate is selected. Previous applicants need not apply.

How to Apply

To discuss this exciting opportunity further, confidential enquires may be made to people@aqwest.com.au

To be considered for the role, please send a letter of introduction, comprehensive curriculum vitae, and a copy of relevant qualifications to people@aqwest.com.au


Aqwest Position Description

Position Title	ICT Systems Administrator
Job Level	Level 5
Business Area	Financial Services
Department	ICT
Industrial Instrument	Aqwest Enterprise Agreement 2017
Responsible to	ICT Coordinator
Supervision of	Nil
Primary Location	Water Services Centre, 5 MacKinnon Way, East Bunbury 6230

Vision

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Values

 Accountability	 Integrity	 Respect	 Transparency
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Position Overview

The ICT Systems Administrator will draw upon their experience and qualifications to provide a high level of quality support for Aqwest’s end users. In a time of exciting growth and development for the Technology team at Aqwest, this role will be pivotal in the successful implementation and continued maintenance of future upgrades to both Corporate and Operational Technology systems and applications.

Corporate Responsibilities

Workplace Health & Safety	<p>The employee shall take reasonable care:</p> <ul style="list-style-type: none"> a) To ensure his or her own safety and health at work; and b) To avoid adversely affecting the safety and health of any other person through any act or omission at work. <p>The employee shall:</p> <ul style="list-style-type: none"> a) Comply with all Aqwest policies and procedures; and b) Wear and maintain in suitable condition all personal protective clothing and equipment provided by Aqwest.
Ethical Behaviours	<p>All employees are responsible for adhering to Aqwest’s Code of Conduct and the policies and procedures.</p> <p>Participate in activities relevant to the control of fraud and corruption.</p>
Risk Management	<p>Identify and report risks and incidents inherent to duties (or otherwise discovered), utilise risk control measures provided for these risks and suggest improvements in risk control methods.</p>

Records Compliance Statement	Aqwest staff are legally obliged to follow Aqwest's procedures in accordance with Aqwest's Record Keeping Plan and the <i>State Records Act 2000</i> .
Financial Management Compliance	The employee must incur or certify within budget and purchasing authority limits in accordance with Aqwest Policies and Financial Management Procedures. i.e. issuing of orders for various items up to agreed levels in relation to the objectives of the position and the projects for which the position is responsible.

Key Responsibilities

Aqwest is looking for a suitably qualified ICT Systems Administrator who will be responsible for:

- Maintaining the stability and performance of Aqwest's Corporate and Operational Technology applications, infrastructure and networks.
- Implementing changes according to defined Technology Change Management processes and standards in order to continuously improve the performance and stability of applications, infrastructure and networks.
- Assist other ICT staff with BAU support for Aqwest's end users.
- Assist the ICT Coordinator, Business Analysts and Project Managers with the replacement and implementation of core technology infrastructure; in support of the various projects planned for implementation in 2022 and 2023.
- Prioritise and escalate incidents, where appropriate, to the ICT Coordinator and to Aqwest's Managed Services Provider.
- Ensure daily backups are successfully being captured and assist with performing disaster recovery testing scenarios.
- Assist with Cyber Security Incident Response and with providing ongoing cyber security awareness training to end users.
- Maintain a virtualised Windows Server environment both on-premises and in the Azure public cloud.
- Management of firewalls, routing and switching, and overseeing the optimisation of Aqwest's WAN.
- Management of Anti-Virus/Anti Malware and other security solutions such as Multi Factor Authentication.
- Reactive to the timely resolution of un-planned system outages or service disruptions.
- Assist the ICT Coordinator with the upskilling and mentoring of junior employees.

Qualifications/Certificates/Licences

Essential

- Certificate IV in ICT related field or higher

Desirable

- Minimum ITIL V3 Foundations Certificate
- Microsoft (Azure/Microsoft365/Security), Fortinet, VMware, Veeam and PRINCE2 Foundations Certifications

Selection Criteria

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capability to transfer their knowledge and skills to achieving the outcomes of this position.

Essential

Demonstrated experience with the following competencies, technologies, systems, platforms and processes are essential:

- High degree of communication skills, and the ability to translate technical information into simplified explanations.
- Technology Change Management practices performed to a risk management framework.
- Windows 10, Windows Server 2019/2022 Operating Systems and associated server roles (Active Directory, Azure AD, ADFS, RADIUS/LDAP/SAML, File/Print, SQL Server, Exchange Server).
- Office365/Microsoft365 suite of applications (such as: Licensing, Hybrid Exchange Online, Teams, Intune MDM, Defender Security Products).
- Management and support of firewalls, switches and Wi-Fi.
- VMware Virtualisation (vCenter, vSphere/ESXi, Horizon VDI) and Veeam Backup Solutions.
- Management and maintenance of MPLS Wide Area Networks, IPSEC S2S VPN, and SSL VPN.
- System performance & availability monitoring tools.

Desirable

- Experience with maintaining and supporting Multi Factor Authentication, ERP and CRM applications.
- Experience with project management, system implementations, digital transformation, or cloud computing (specifically Microsoft Azure).
- Experience with supporting Operational Technology environments and/or Industrial Control Systems (PLCs/RTUs) in a critical infrastructure/mining/oil and gas context.
- Knowledge of or experience with cyber security best practice and incident response procedures.
- Knowledge of or experience with WA State Government Record Keeping requirements, and Enterprise Data Record Management Systems (EDRMS).
- Knowledge of or experience with the implementation of ISO 27001 or IEC 62443 standards, and the ACSC Essential Eight Maturity Model.

