

## POSITION DESCRIPTION:

### SECTION A: Position Context

Position Title	System Administrator (Linux)
Position Grade	E2
Category	Executive
Campus/School/Unit	Sarawak Campus – Information Technology Services
Division	Student & Corporate Services
Term of Appointment	Permanent
Effective Date	November 2011

### Position Purpose:

The position is an administrative position at the Branch Campus University in Sarawak. The person reports to the Manager and Assistant Manager, Information Technology Services and is responsible for areas as designated by the Manager and Assistant Manager, Information Technology Services.

This include:

- To provide high level support of the University production, test and development Linux systems
- To monitor various Linux systems and applications and take appropriate steps to ensure a high level of security, system performance and resource utilization are maintained
- To develop and maintain various procedural and technical documentations on areas of systems administration and application support
- To communicate and negotiate with vendor on project implementation
- Managing performance of the University's applications systems to ensure 99.9% uptime
- To assist in the development of an IT strategic plan to leverage on the use of IT to achieve the University goals and mission
- To develop, implement and test Disaster Recovery Plan for the University's key systems

The position will work closely with other staff on campus.

### University Information:

Swinburne University of Technology is a large multi-sectoral and multi-campus institution with a stated mission to be a pre-eminent entrepreneurial university in the Asia-Pacific, thriving on new ideas and knowledge and exploiting its intersectoral heritage to create value for its stakeholders.

Swinburne has campuses in metropolitan Melbourne at Hawthorn, Prahran, Lilydale, Wantirna, Croydon and Healesville and an overseas branch campus university in Kuching, the capital city of the State of Sarawak in Malaysia. It also offers an increasing number of subjects and courses via the Internet. Its programs cover the education and training needs of over 40,000 students ranging from apprentices through to doctoral students.

Swinburne is proud of its close links with industry, business and the community generally. It has gained a prominent and respected name in education in Australia and overseas through:

- government funded programs and research;
- industry and business funded research;
- consultancy and training;
- fee-for-service teaching;
- an international focus for its curricula, student recruitment and operations.

The Branch Campus in Sarawak is a licensed branch campus university in Malaysia which offers selected undergraduate, postgraduate and research degree courses identical to those offered at other Swinburne campuses in Australia. It also offers pre-university foundation programs and a limited number of diploma programs. The branch campus was established in 2000 as Swinburne Sarawak Institute of Technology, and on gaining university status in Malaysia, it changed its name to Swinburne University of Technology (Sarawak Campus) in June 2004.

The Branch campus occupies a 16.5 acre site in central Kuching, the state capital of Sarawak. In 2010 the Sarawak Campus has approximately 4,000 students from Malaysia and other countries and plans to expand rapidly as its staff and facilities are developed in the next few years to allow a wider diversity of courses to be offered.

The branch campus university in Sarawak is a joint venture between Swinburne University of Technology in Australia and the State Government of Sarawak through two of its Foundations – Yayasan Sarawak and the Sarawak Higher Education Foundation. The academic operations of the campus are integrated with and overseen by the University in Australia.

### Unit/School/Division

#### **Information Technology Services**

The Information Technology Services is a unit within the Student & Corporate Services Division. The department is responsible for handling the following: -

- Planning and implementation of IT networks and facilities and communications.
- Installation and maintenance of PCs, networks and facilities, software and hardware, and communications
- Planning, managing and maintaining the computer labs

URL to web pages:	<a href="http://www.swin.edu.au/hed/">http://www.swin.edu.au/hed/</a> and <a href="http://www.swinburne.edu.my">http://www.swinburne.edu.my</a>
-------------------	---

### Participation on Committees:

As directed by the Manager and Assistant Manager, Information Technology Services or any other person assigned by the Manager and Assistant Manager, Information Technology Services. All staff members are encouraged to participate in Committees, in support of the University's functions and events.

### Supervision Reporting Relationships:

<u>This</u> positions' supervisor/manager	Manager and Assistant Manager, Information Technology Services
Other positions reporting to <u>this</u> position	NONE

### Location:

This position is located at the Sarawak campus.

## SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

Key Responsibility Areas		
1.	<b>LINUX ADMINISTRATION</b>	<ul style="list-style-type: none"> <li>• Provide high level support of the University's production, test and development Linux systems.</li> <li>• Manage the installation and maintenance of complex software packages on various Linux systems to assist in application support, development and research.</li> <li>• Implement and maintain new hardware and software technologies to support the requirements of the organisation.</li> </ul>
2.	<b>PROGRAMMING</b>	Provide programming support to the Infrastructure group (primarily in shell scripting, C/C++, Java and/or PHP programming).
3.	<b>APPLICATION SUPPORT</b>	<ul style="list-style-type: none"> <li>• Provide a high-level of support for various third-party software applications and services running on the Linux/Unix platform, including Blackboard and Oracle.</li> <li>• Work with various internal staff and contractors to install and maintain various applications and services running on the Linux/Unix platform.</li> </ul>
4.	<b>MONITORING AND TUNING</b>	Monitor various Linux systems and applications and take appropriate steps to ensure a high-level of security, system performance and resource utilisation are maintained.
5.	<b>DOCUMENTATION</b>	<ul style="list-style-type: none"> <li>• Develop and maintain various procedural and technical documents in areas of system administration and application support.</li> <li>• Prepare high-level technical user documentation.</li> </ul>
6.	<b>PROBLEM SOLVING</b>	Using good troubleshooting skills and current policy and precedent to provide high-level support to solve complex problems and document the effective solution for future reference.
7.	<b>POLICY AND PLANNING</b>	Assist and support the Manager, Information Technology Services to implement and to ensure compliance with all the policies relating to Information Technology Services.
8.	<b>RESOURCE MANAGEMENT</b>	<ul style="list-style-type: none"> <li>• Establish and maintain materials and equipment Storage.</li> <li>• Monitor material usage and check deliveries for the University.</li> <li>• Ensure system compatibility, maintenance of Swinburne Standard Operating Environment.</li> </ul>
9.	<b>VENDOR RELATIONSHIP MANAGEMENT</b>	<ul style="list-style-type: none"> <li>• Liaise with external vendors regarding support contracts and application support.</li> <li>• Liaise with external departments on technical matters regarding current and future support of their Linux environments.</li> <li>• Liaise with other internal technical and non-technical staff on issues relating to the Linux systems and applications</li> </ul>
10.	<b>CUSTOMER SERVICE</b>	Be polite, and courteous to all members of staff, students and visitors. Able to work well with staff members from other departments to provide the best customer service.
11.	<b>REPORT</b>	Prepare and provide reports on the relevant information as and when needed by the Management.
12.	<b>GENERAL</b>	Work effectively and with flexibility as a member of the technical team, providing input, advice and assistance as required.
13.	<b>OTHERS</b>	Any other duties as required by the Manager Information Technology Services, Director Admin or Chief Executive.

## SECTION C: Key Selection Criteria

<b>Qualifications:</b> Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		<b>Essential/ Highly Desirable / Preferable</b>
1.	Bachelor's degree in IT from a recognised college or university or its equivalent.	Essential
2.	RHCT/ RHCE / Novell Certified Linux Administrator / Sun Certified Network Administrator certified.	Highly Desirable

<b>Experience / Knowledge / Attributes:</b> Required by the person to successfully perform the positions key responsibilities.		<b>Essential/ Highly Desirable / Preferable</b>
1.	At least 5 years of relevant working experience in the areas of system operation, support and management in a medium to large enterprise with a proven record of providing quality service and leadership.	Essential
2.	Expert technical knowledge and experience in implementing & managing (supporting, monitoring and fine-tuning) RHEL or similar Linux/Unix based production systems in a medium to large enterprise.	Essential
3.	Experience in supporting various applications and services in an Linux environment, such as Apache Webserver, Oracle, Blackboard, RADIUS and/or OpenLDAP.	Essential
4.	Ability to perform the tasks assigned under pressure and short notice. Ready to work outside of normal office hours when required.	Essential
5.	Fair command in English, both spoken and written.	Essential
6.	Ability to be organised, have some planning skills, dedicated and hardworking.	Highly Desirable
7.	Ability to communicate orally and in writing, to convey and elicit information effectively, and to develop cooperative working relationships with staff, students and vendors.	Highly Desirable
8.	Experience and expertise in: <ul style="list-style-type: none"> <li>• web based application development using PHP and MySQL or similar</li> <li>• application development using C/C++ and Java programming languages</li> <li>• developing applications that communicate with network based services such as LDAP and MySQL</li> </ul>	Highly Desirable
9.	Reliable, well self-discipline and self-motivated.	Highly Desirable

## Swinburne Attributes:

Our attributes inform the selection process; however, a written response to the attributes is not required. The attributes are:

Building Organisational Capability	Demonstrates Personal Integrity	Manages Change Effectively
Builds Relationships	Drives Service Excellence	Provides Educational Leadership
Creates a Learning Environment	Exhibits Entrepreneurial Skills	Sets Direction

For information refer to the following weblink: [Swinburne Attributes](http://www.swin.edu.au/corporate/hr/attributes/)  
(<http://www.swin.edu.au/corporate/hr/attributes/>).

## Further Information:

Further information is available from Andrea Sim, Manager, Human Resources at telephone 416353 ext. 8756, fax 423594, email [asim@swinburne.edu.my](mailto:asim@swinburne.edu.my)

## Applications:

Applications should include with their application a detailed CV summarising qualifications, experience and other matters considered relevant to the application.

The University has a policy requiring successful applicants to produce evidence of all formal qualifications at the time of commencing employment.

---

I accept the Position Description as stated above and that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to position descriptions will be in accordance with the position grade and category, and consistent with the purpose for which the position was established.

Name:

Date:

Signature: