



Australian Government



ABORIGINAL  
HOSTELS LIMITED

## Vacancy Information

**Our purpose** is to provide culturally safe and affordable accommodation for First Nations people who need to be away from home to access services and economic opportunities.


**Across our network of hostels** (located all across Australia), dedicated AHL staff provide accommodation and meals for residents in a culturally safe and supportive environment. We have a strong network of relationships with other organisations, including First Nations organisations. This network both refers residents to AHL and works alongside AHL to support residents to meet their needs.


**We are proud** to be one of the largest employers of First Nations people in the Australian Public Service, First Nations employees make up over 40% of our workforce. **Working with us** will provide you with a chance to contribute to improving the quality of life and economic opportunities for First Nations people.

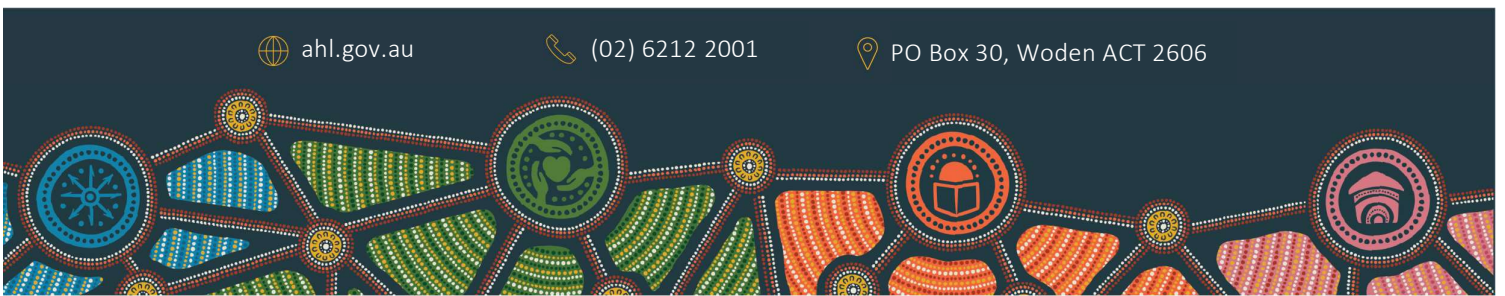
**We are looking for** an experienced ICT Administrator to join a small but dedicated team responsible for core ICT activities for the organisation.

<b>AHL Reference</b>	VN19824
<b>Classification</b>	Executive Level 1 (EL1)
<b>Job Title</b>	ICT Administrator
<b>Employment Type</b>	Ongoing, Full-time (75 hours per fortnight)
<b>Salary</b>	<p><b>\$110,724 - \$120,025 pa</b></p> <p>Note: salary maintenance for Section 26 transfers, and/or an Individual Flexibility Agreement may be negotiated with the successful candidate, based on the commensurate skills and experience.</p>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• 15.4% superannuation</li> <li>• Regular salary packaging options for vehicles, superannuation and laptops <b>PLUS</b>, the ability to salary sacrifice \$15,900 per FBT year for rent, mortgage or living expenses. This benefit reduces taxable income, increasing fortnightly take-home pay. <a href="https://www.smart.com.au/salary-packaging-calculator">https://www.smart.com.au/salary-packaging-calculator</a></li> <li>• Free all-day parking close by in Canberra / for Brisbane limited free spaces and street parking.</li> </ul>
<b>Location</b>	The role can be based in Canberra, ACT or Brisbane, QLD. Hybrid working options (onsite and office) can be negotiated in either location.
<b>Contact Officer</b>	David Prince on 07 3151 8746

 [ahl.gov.au](http://ahl.gov.au)

 (02) 6212 2001

 PO Box 30, Woden ACT 2606



## Position Description

<p>Reporting to the Chief Information Officer, the ICT Administrator manages a range of activities to support the implementation of better practice ICT in AHL. Specifically, the position will:</p>	
Core ICT activities:	<p>Carry out administration and troubleshooting of M365 (Teams, SharePoint, OneDrive, Power Platform, including configuring Conditional Access policies and Entra ID access groups) whilst also maintaining AHL's digital identity via Active Directory and Microsoft Entra</p>
	<p>Perform system administration, maintenance, optimisation and upgrades of existing systems as required in both Windows Desktop and Windows Server through a virtualised environment using VMWare technologies</p>
	<p>Implement time critical security remediation activities to prevent potential threats. This includes maintaining existing security configurations which are in line with both the internal ICT Security Strategy and Essential 8 guidelines</p>
	<p>Foster and promote relationships with internal and external stakeholders</p>
	<p>Contribute to ICT projects through approved initiatives by learning new technologies and solutions implemented by the ICT team</p>
	<p>Contribute to the development and effectiveness of the ICT team including, but not limited to mentoring of junior engineers and completing written documentation to aid in the support of various technologies used within the environment and aiding non-technical staff within the team.</p>
	<p>Oversee networks (and associated hardware) across 42 sites around Australia, whilst maintaining Information Security and performance efficiency</p>
	<p>Keep detailed records of daily operations and time reporting</p>
	<p>Ensure servers, network hardware, desktop hardware etc, remain current in terms of patching and vulnerability management.</p>
	<p>Provide ongoing support to level 1 helpdesk engineers as a first point of escalation for incident, service and problem tickets</p>
	<p>Be adaptable to a fast passed, fluid environment in a high performing team whilst contributing to improvements and maintenance of ICT services</p>
Other	<p>Perform other duties as directed by the technical architect or chief information officer</p>
<p><i>Whilst this duty statement summarises the purpose of the job and lists its key tasks, it is not a definitive list of all the tasks to be undertaken. Tasks can vary at the discretion of the Chief Executive Officer, in consultation with the employee. To deliver services effectively, a degree of flexibility is needed, and the employee may be required to perform work not specifically referred to above.</i></p>	

## Skills and Experience required

The successful applicant will demonstrate:	
1	In-depth understanding of Aboriginal and Torres Strait Islander cultures and issues affecting First Nations peoples.
2	Ability to support outcomes for First Nations peoples and the demonstrated ability to communicate sensitively and effectively with First Nations peoples.
3	Minimum 5 years' experience in ICT systems administration
4	Considerable knowledge across Microsoft, Linux and networking services
5	Excellent communication and negotiation skills, both written and verbal.
6	Proven ability to work under limited direction in a small, busy team to deliver customer service to all skills level of staff.
7	Capability to deliver quality customer service and training to staff in the use of ICT systems.
Clearance and eligibility	Preferred to be able to obtain or currently hold an AGSVA Security Clearance. Note: Applications are open only to Australian Citizens.
Essential Qualifications and Training	A tertiary qualification in IT, or progression to the achievement of the qualification.
Desirable Qualifications/Experience	<ul style="list-style-type: none"> <li>• Management of ICT environments within Australian Government.</li> <li>• 2 years Citrix Support.</li> <li>• 2 years VMWare virtualisation administration</li> </ul>

## Recruitment Initiatives

This is an **Identified Position** and Indigenous jobseekers are encouraged to apply, as well as non-Indigenous jobseekers with a demonstrated commitment to working with Aboriginal and Torres Strait Islander peoples. The successful applicant will need to demonstrate a knowledge and understanding of Aboriginal and Torres Strait Islander Peoples and display respect and dignity in all their dealings with staff and residents.

Further, the **RecruitAbility** scheme applies to this vacancy. Under the RecruitAbility you will be invited to participate in further assessment activity for the vacancy if you choose to apply under RecruitAbility; declare you have a disability; and meet the minimum requirements for the position. For more information on the RecruitAbility scheme please follow this link: [APSC Recruitability scheme guide applicants](#).

## Eligibility

Under section 22(8) of the Public Service Act 1999, employees must be Australian citizens to be employed in the Australian Public Service (APS) or, in limited circumstances, be in the process of obtaining citizenship.

Successful candidates must satisfy AHL's pre-employment checks, including a National Criminal History Check, and a Health Declaration and/or a fitness for duty assessment.

Note: a Baseline Security Clearance (or ability to obtain) is preferred. Commencement may proceed without a clearance.

## How to apply

- Complete the **Application Form** available from our website [www.ahl.gov.au/work](http://www.ahl.gov.au/work)
- Email your current **Resume** and completed **Application Form** to [jobs@ahl.gov.au](mailto:jobs@ahl.gov.au) by 11:59pm AEDT on **Thursday 23 January 2025**.
- Please include your name and the job reference (VN19824) in the subject of your email.