

# Position Description

## Details

<b>Job title</b>	Systems Administrator	<b>Team</b>	Finance
<b>Reports to</b>	Senior Project Manager	<b>Job status</b>	Permanent
<b>Direct reports</b>	Nil	<b>Hours</b>	Full Time
<b>Effective</b>	April 2022		

## Our Vision and Mission

<b>Our Vision</b>	For every sick child to have the best possible health care, with access to world class research and clinical treatment in a healing environment	
<b>Our Mission</b>	We help save children's lives and work wonders for sick kids and their families	
<b>Our Values</b>	<b>Accountability</b>	We aim to deliver high impact results, are accountable for our actions and resources and communicate this openly and honestly
	<b>Recognition &amp; Respect</b>	We are respectful in all our interactions and committed to recognising others and valuing their contributions
	<b>Care</b>	We care for everyone we impact – the children always come first
	<b>Working Together</b>	We selflessly support and trust each other and our teams, share our ideas and goals, work hard, have fun and celebrate our achievements
	<b>Excellence &amp; Innovation</b>	We strive for excellence, encourage innovation and develop our skills to achieve our best

## Key Relationships

<b>Primary internal relationships</b>	System Custodians, System Champions and Data Team
<b>Primary external relationships</b>	Microsoft Partner(s), Managed Service Provider, System Vendors

## The Person

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|------------------------------|--|
| <b>Qualifications</b>        | <ul style="list-style-type: none"><li>• IT degree, diploma or equivalent</li><li>• Microsoft certifications preferred</li><li>• Other IT industry certifications considered</li></ul>  |
| <b>Skills and Experience</b> | <ul style="list-style-type: none"><li>• Good working knowledge of Microsoft Dynamics 365 systems/functional capabilities.</li><li>• 2+ years of hands-on operational experience supporting Dynamics 365 CRM, and ideally experience with the Sales module and the Marketing module.</li><li>• 3+ years of experience as a System Administrator</li><li>• Good working knowledge of Microsoft tools such as PowerApps, MS Office 365, Active Directory, SharePoint (not essential), and PowerBI (not essential)</li><li>• Confident communication skills, with ability to support and train users in a variety of roles within the organisation</li><li>• Microsoft certification preferred</li></ul> |

## Job Purpose

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| <b>Primary purpose of role</b> | The Systems Administrator is responsible for the support and maintenance of our CRM and other key systems, and to assist as required with general IT related functions as directed. |
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## Key Responsibilities

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| <b>Operational</b> | <ul style="list-style-type: none"><li>• Manage D365 environments, including Microsoft update cycles.</li><li>• Establish (assist), monitor, and maintain the application support queue. Ensure support issues are assigned and resolutions are documented.</li><li>• Diagnose and resolve Dynamics and Microsoft suite system problems and provide information to educate users on resolutions in a prompt and professional manner.</li><li>• Engage with appropriate internal and external resources to resolve technical issues and keep users updated on progress toward resolution.</li><li>• Regularly review support log to track performance, trends, insights, and opportunities for improvement.</li><li>• Provide day-to-day user support, coordinating with the Senior Project Manager to manage internal D365 system and resolve incidents.</li></ul> |
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- Perform system administration tasks for D365 and other business applications including, as examples, security access; employee/role on/cross/off boarding etc.
- Assist in supporting CHF staff with general IT issues as directed by the Senior Project Manager, noting that an MSP (Managed Service Provider) provides most of the capability.
- Help manage or coordinate incident response situations related to CHF IT systems with internal and external parties.
- Undertake no code / low code development, as operational capacity allows, in the Microsoft power platform / Dynamics 365 environment. Note: Significant development works to be outsourced at this stage to a Microsoft partner.
- Assist with management of licensing for D365 and other tools in the Microsoft ecosystem.
- Assist with monitoring of cyber security threats and management of incidents should they arise. Advise on threat reduction improvements.
- Train staff in the use of Dynamics 365 CRM, and other Microsoft systems used by CHF.
- Prepare and maintain an up-to-date documentation, policies, instructions, detailing operational procedures.
- Communicate promptly, effectively, and efficiently with all stakeholders with a view to provide excellent customer service to internal and external clients.

## **Projects**

- Assist, as the primary internal technical resource, with the design, build and implementation of the proposed Dynamics 365 CRM solution, undertaken by our Microsoft Partner and led by the Senior Project Manager.
- Assist the Senior Project Manager with project related activities as they arise including system enhancements, new systems, integrations.
- Assist with technical advice around solution architecture and potential future system consideration.
- Lead the training of the Dynamics 365 CRM solution with the CRM champions identified in each area alongside the CRM vendor.

## **Work Health & Safety**

- Comply with and champion all Children's Hospital Foundation workplace health and safety policy and procedures.
- Comply with all Children's Health Queensland policies and procedures, including infection control and room precautions.
- Take reasonable care at work to ensure your own and others' safety.
- Report all known or observable hazards.

## Competencies

<b>Problem Solving</b>	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious
<b>Informing</b>	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit and/or the organisation; Provides individuals information so that they can make accurate decisions; is timely with information
<b>Peer Relationships</b>	Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; Can solve problems with peers with minimum noise; is seen as a team player; easily gains trust and support of peers; encourages collaboration; can be candid with peers
<b>Functional Technical Skills</b>	Has the functional and technical knowledge and skills to do the job at a high level of accomplishment
<b>Organising</b>	Can marshal resources to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner
<b>Action Orientated</b>	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others

## Other Considerations

The Children's Hospital Foundation is committed to child safety. The Working with Children (Risk Management and Screening) Act 2000 requires that people who work with children in certain categories of employment undergo the 'working with children' check. All Foundation employees must be eligible for a Blue Suitability Card, issued by the Department of Justice and Attorney-General. The issue and maintenance of a positive suitability notice is a requirement for continued employment at the Foundation.