

Bobby Goldsmith

Foundation

ICT Systems and Database Administrator

This is a fantastic opportunity for an experienced candidate looking to work within our organisation NFP, in a role that provides challenges and with flexibility around working arrangements.

- **Based in Surry Hills, close by to Central Station**
- **Permanent Part-Time role**
- **Working 60.8 hours per fortnight in a flexible arrangement**

You will be working in an organisation that has delivered support and services to its clients for over 35 years. If you have strong IT systems and database administration experience and skills across a wide range of application, this could be the perfect role for you.

The Role

Reporting to the Operations Manager, some of your key accountabilities will include:

- Providing technical support for the day to day operations of the ICT systems
- Management of user access ensuring permission sets are appropriate to needs
- Delivering application support activities including minor application enhancements, configuration, testing, training and first level user support
- Creating and maintaining procedures and tools for correct recording and progress of IT support requests
- Administration of company databases including updates, cleansing, data validation, backups and support with the extraction of data sets
- Monitor, analyse and report on systems performance to ensure effective ongoing service delivery
- Support the Compliance, Research and Operations Manager in identifying risks and opportunities to improve processing efficiencies
- Assist with adhoc projects as required

The Candidate

To secure this role you will have:

- Experience within a similar role – you're already comfortable managing day to day helpdesk requests and have the skills to support those who may require assistance when it comes to using technology
- Relevant qualifications in Computer Science or similar with a minimum of 2 years on the job experience
- Ability to utilise tools including business applications, firewalls, web filters, along with strong network skills (IP subnetting/routing/VPN)
- Exceptional attention to detail and accuracy – this goes without saying! You love looking at information and have the ability to comprehend complexities that surround certain requests, system connections, applications and database issues
- The ability to build relationships with all levels of the business bringing people and systems together
- An inquisitive mind – If something doesn't look right you will investigate to ensure error messages, access issues and general bugs are identified and corrected
- A strong sense of social justice with the desire to work within an environment that champions inclusion and opportunities for everyone

This is an excellent opportunity for a candidate who is looking to join a close-knit team in a not for profit organisation where you can make a difference.

You may be looking for a new role due to recent circumstances in the workplace and can start immediately, or you have been wanting something with more flexibility. Either way, we would love to hear from you.

If you're interested, here's how to apply for this position

You **must fully address the key accountability areas listed above** in your application, together with a covering letter and your current resume.

Your application is to be emailed to jobs@bgf.org.au with the subject line reading: ICT Systems and Database Administrator and received before Wednesday 30 September 2020.

To discuss any aspect of this position please contact Andrew Buchanan, Operations Manager on 02 9283 8666.