

POSITION DESCRIPTION

Senior Systems Administrator – 5314 – Water & Waste Services Group

ABOUT COUNCIL

The Toowoomba region is about rich traditions and bold ambitions. Our long and proud agricultural history has evolved Toowoomba into Australia's second largest inland city supporting diverse townships in the council area and acting as a service centre for South West Qld and North West NSW. The region is boldly forging new opportunities around the Surat Basin resource sector, education, health, transport and massive infrastructure investments. Growth hasn't come at the expense of liveability though, with Toowoomba twice voted in the top 5 most family friendly cities in Australia.

Toowoomba Regional Council services a regional population of 178,500 and employs a team of approximately 1,600 staff, dedicated and passionate about delivering excellent customer service to the community, residents and visitors throughout the region. We recognise that our success depends upon attracting and retaining skilled and talented staff and offer a wide variety of interesting challenges and opportunities to develop your career.

OUR VALUES AND BEHAVIOURS



To view our Organisational Values and Behaviours in more detail, click [here](#).

POSITION DETAILS

Position Title:	Senior Systems Administrator (5314)
Group:	Water & Waste Services Group
Branch:	Water Infrastructure Services
Section:	Active Assets
Current Location:	Toowoomba
Status:	Full Time (Permanent)
Award:	Queensland Local Government Industry (Stream A) Award - State 2017
Classification:	Level 7 – Administrative
Job Family:	Development/Programming/Systems Analyst/Designer
Date last reviewed:	April 2026

POSITION OBJECTIVE – WHAT YOU WILL DO

The Senior Systems Administrator works within the Water Infrastructure Services (WIS) Team, and alongside the ICT Technical Infrastructure team to design, support, maintain and optimise Council's servers, networks and telecommunication infrastructure to meet operational requirements. The Senior Systems Administrator will play a key role in system integration, cybersecurity and continuous improvement initiatives to align technology solutions with business objectives and organisational goals.

This position will work under limited direction.

POSITION RESPONSIBILITIES – THE WORK YOU WILL DO

1. Perform advanced support, complex problem solving and develop strategies to increase the efficiency of Council's information, communication, and technology systems in the Water and Wastewater domain.
2. Provide expert advice to develop and maintain information, communication and technology policies and procedures.
3. Provide a consultancy service delivering expert advice to a wide range of clients including other Council branches and external organisations, and serving as an escalation point for complex issues, providing advanced troubleshooting and resolution.
4. Design, support, maintain and improve on systems relating to Water Infrastructure to meet business objectives.
5. Monitor system performance and proactively identify and resolve issues to maintain high availability and efficiency.
6. Plan, execute and monitor projects and project resources to achieve desired outcomes in accordance with corporate goals.
7. Produce and maintain metrics specific to Water Infrastructure and proactively identify exceptions.
8. Deliver mitigations and remediations to maintain the security of the Operational Technology in the Water and Wastewater domain.
9. Carry out other duties that are reasonably within the limits of the employee's skill, competence and training as required.

POSITION SUCCESS CRITERIA – WHAT YOU ARE REQUIRED TO HAVE

1. Qualification(s), training and/or experience, specific to the role:
 - A recognised tertiary qualification in Information Technology, Telecommunications or similar with relevant experience, or a combination of substantial experience, expertise and competence, which enables the incumbent to perform all duties of the position.
 - Current 'C' Class Driver's Licence.
 - Associated industry related qualifications are highly desirable.
 - Industry related experience with knowledge, or the ability to acquire knowledge, in a Water & Wastewater or similar utility is desirable.
 - Experience with knowledge with Australian Signals Directorate Essential Eight frameworks is highly desirable
 - Please note successful applicants in this role will need to pass an AusCheck background check as the role is deemed a "Critical Worker" role under Security of Critical Infrastructure Act 2018.

2. Technical Skills:

- Extensive experience in designing, implementing, maintaining and supporting ICT infrastructure and architecture in a medium sized government or business environment, consistent with Information Technology Infrastructure Library (ITIL) practices.
- Demonstrated knowledge and experience in one or more of the following – Local and Wide Area Networks, VMware Virtualisation, Citrix XenApp, Microsoft Windows Server 2022/2025, MSSQL Server, Storage Virtualisation, MS Active Directory/Azure and related core services, Fortinet suite of products, F5 LTM/APM Security.
- Extensive experience and proficiency in the use of Microsoft computer applications.

3. Organisational Skills:

- Excellent organisational skills with an ability to develop and implement significant operational policies, procedures and activities to achieve department/Council outcomes.
- Demonstrated skills in the formation/establishment of programs, procedures and work practices within the department.
- Knowledge of legislation, standards, regulations and guidelines that relate to IT/OT infrastructure practices within local government.

4. Outcome and Result Focused:

- Experience in managing projects relating to the implementation of ICT services into a medium sized government or business environment, consistent with Information Technology Infrastructure Library (ITIL) practices and Project Management Frameworks (PMF).

5. Interpersonal and Communication Skills:

- Excellent customer service skills with the ability to resolve issues and provide expert advice about complex matters in a pleasant and helpful manner consistent with organisational goals, policy, and procedures.
- Excellent oral and written communication and numeracy skills, and a high level of interpersonal skills in order to communicate and discuss agreed actions and outcomes with a variety of internal and external stakeholders.

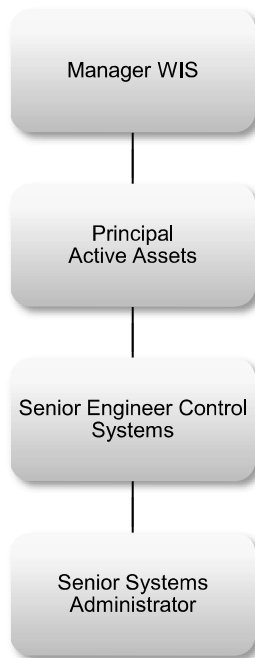
6. Commitment to Council's Organisational Value and Behaviour:

- Accountability

CORPORATE REQUIREMENTS

- Commitment to agreed Toowoomba Regional Council (TRC) Values and Behaviours and Code of Conduct.
- Adherence with all relevant TRC policies and procedures, Enterprise Bargaining Agreement(s), your contract of employment and relevant legislation, including the *Local Government Act 2009* and *Work Health and Safety Act 2011*.
- Commitment to the obligations and responsibilities outlined in the '[WHS Obligations and Responsibility Statement](#)' relevant to this position.
- Compliance with all relevant and necessary pre-employment checks, including Medical Assessments, Criminal History Checks and Working with Children Checks.
- Provide a professional level of customer service to all relevant stakeholders in line with '*Council's Customer Experience Policy*'.
- You are required to follow lawful and reasonable directions from your Supervisor and Management.

ORGANISATIONAL CHART AND DELEGATIONS



APPROVAL

_____	_____	_____
Manager Name	Signature of Manager	Date
_____	_____	_____
Employee Name	Signature of Employee	Date