



Australian General Practice Network

IT Systems Administrator

January 2010

The Australian General Practice Network (AGPN) is a national Canberra based organisation established in 1998 to support 110 general practice networks and eight state based organisations throughout Australia.

AGPN is funded under the Divisions of General Practice Program, and is an integral component of the Australian Government's general practice policy. The strategy has resulted in greater involvement of general practitioners in the development of health policy, the planning and delivery of health services at the local and regional level and the management of a range of health service delivery projects.

AGPN's mission is to improve the health and wellbeing of communities and individuals by providing national leadership and support through the General Practice Network. We strive to become a cohesive high performing Australian general practice network that is the essential regional and local infrastructure for integrated primary health care delivery. AGPN has three key result areas: national leadership and advocacy (KRA1), Network capacity and performance (KRA2) and member engagement (KRA3).

AGPN's team comprises core administrative staff, policy advisers, principal network advisers and network support officers (approx 30 staff) who are highly motivated, adaptable and multi-skilled employees.

Organisational values:

All staff at AGPN are required to operate in accordance with the organisation's values, to ensure that we act and relate with **PRIDE** in all that we do:

- **P**assion, **R**espect, **I**ntegrity, **D**aring and **E**xcellence
-

Position Description

The IT Systems Administrator will manage AGPN's day to day office IT maintenance including desk top and mobile environments. The position is also responsible for maintaining the ICT Network infrastructure of AGPN, and will also support the ongoing improvement of AGPN's infrastructure and strengthen IT systems and future capacity of AGPN.

Knowledge, Education, Experience and Key Attributes

Essential

- Relevant industry certifications such as MCSE, MCSA
- Understanding of the following skills set:
 - Cisco Unity system for Unified Messaging **Australian General Practice Network Limited**

25 National Circuit Forrest ACT 2603 | PO Box 4308 Manuka ACT 2603
T 02 6228 0800 | F 02 6228 0899 | www.agpn.com.au | ABN 95 082 812 146

Delivering local health solutions through general practice

Cisco ASA Firewalls

Networking skills (TCP/IP, LAN, WAN, DMZ, VPN)

Microsoft Windows Server design and administration (2003, 2008)

Exchange 2003, 2007, Blackberry Enterprise Server, Activesync

Desktop support

Virtualisation technologies (Hyper-V)

Database administration (MS SQL)

LDAP/Active Directory

- Demonstrated ability to provide clear, concise telephone support
- Demonstrated ability in problem resolution, upgrades, installations, end user support and training
- Demonstrated experience in security monitoring of IT systems
- Ability to be articulate, enthusiastic and possess excellent interpersonal skills
- Excellent oral and written communication skills
- Ability to train personnel to provide auxiliary support
- Ability to meet deadlines and to work under pressure
- Demonstrated ability to be well organised and methodical

Key Responsibilities

Internal IT Support

- Manage AGPN's day to day office IT maintenance and staff assistance, including desk top and mobile environments
- Support IT infrastructure maintenance including internal/external hosting
- Review and support staff with external access capabilities such as VPN, extranet, portable servers for the annual forum and telephony options
- Document systems where required and in accordance with AGPN Quality framework
- Contribute to AGPN's IM/IT strategy and provide guidance on options to achieve outcomes
- Liaise with third party service providers
- Ensure

Data Strategy and Governance

- In accordance with AGPNs IM/IT strategy and its underlying data strategy, assist in the implementation of key outcomes including sourcing and installation of hardware/software, systems maintenance
- Contribute to future proofing systems/capacity to allow future expansion
- Assist in the internal capability to engage better with members and stakeholders through website technical support, CRM, Learning Management Systems (LMS) and reporting systems (program management/NPI)
- Assist in the maintenance of the GP Census and other corporate tools that AGPN support as a service to members

Selection Criteria

Candidates should include a paragraph addressing each of the essential criteria individually.

Reporting Relationships

Supervisor:	Director Corporate Support
Position:	IT Systems Administrator
Direct Reports:	Nil

Terms of Employment and Remuneration

- The *IT Systems Administrator* will be appointed for a 12 month period. Continuation of employment is subject to ongoing funding from the Department of Health and Ageing.
- Salary will be negotiated commensurate with skills, experience and qualifications.
- Superannuation benefits will be in accordance with the provisions of Federal Superannuation Guarantee legislation. Flexible remuneration packaging will also be offered.
- The *IT Systems Administrator* may be required to undertake some work outside of standard hours. It is expected that the position will require some inter and intra-state travel.

How to Apply

Please forward your resume, a covering letter and contact details for three referees.

By Email: mconroy@agpn.com.au

By Mail: PO Box 4308 Manuka ACT 2603

Applications close: Friday 12 February 2010

For further information please contact Gabe Gossage on 02 6228 0800 or ggossage@agpn.com.au


Website: www.agpn.com.au

PRIDE: Our values in action

Our values guide the way in which we work together – internally and externally – for the greater benefit of AGPN, the General Practice Network, and the health and well being of the people of Australia. We act and relate with **PRIDE** in all that we do.

- **Passion:** we are passionate about our purpose and the contribution we can make to improve the health and wellbeing of the Australian community through the General Practice Network. This is demonstrated in the way we approach our day to day, and longer term, tasks and responsibilities.
- **Respect:** recognises the value and dignity of every person who associates with us. It is our responsibility to treat all with whom we come into contact with justice and compassion no matter what the circumstances, and we are prepared to stand up for what we believe and challenge behaviour which is contrary to our values.



- 
- **Integrity:** demonstrates that we are open and honest in the way we deal with each other and with others, that we accept responsibility and differences of opinion are willing to share information and knowledge, and display loyalty and commitment in our roles.
 - **Daring:** recognises that we act with courage, that we are willing to take or seek out risks in the interests of the overall good of the organisation and those we are here to serve, and that we are bold and adventurous in our ideas, our approaches, and our execution of actions.
 - **Excellence:** recognises we are responsible for ensuring a high performing organisation which has a focus on continuous improvement and quality; developing the skills, competencies and talents of those who work for AGPN; caring for the environment; and handing on a sustainable legacy to those who come after us.