



**AUSTRALIAN CONSULATE-GENERAL
Shanghai**

DEPARTMENT OF FOREIGN AFFAIRS AND TRADE

VACANCY

The Department of Foreign Affairs and Trade (DFAT) section of the Australian Consulate-General Shanghai has a vacancy for a locally-engaged staff member to fill the following position:

- ICT Systems Administrator (LE 4)

You will find a guide to the position description and selection criteria for this position below.

Your application should include:

- a 1-2 page pitch of no more than 750 words telling us how your skills, experience and qualifications makes you the best candidate for this opportunity
- curriculum vitae; and
- contact details for two work-related referees

Applications close **at 5pm on Tuesday 28 February**, and should be emailed to acgshanghai.recruitment@dfat.gov.au. (Please do not send enquiries to this address)

Enquiries can be directed to Ms Teresa Dai on +86 21 2215 5262 or teresa.x.dai@dfat.gov.au

We welcome applications from Australian and Chinese nationals only.

Due to the large volume of applications, only short-listed candidates will be contacted.



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Job Description

Under limited direction be responsible for the efficient and effective operation of IT services and client services to meet the identified goals and objectives of the Consulate.

1. As LAN Administrator (LANA), be responsible for non secure IT systems in the Consulate.

- Perform network systems administration for the Department of Foreign Affairs and attached agencies under the IT MOU.
- Report hardware and communication problems promptly. Register faults and keep a record of IT events. Examine, maintain and perform structured cabling.
- Operate an IT help desk.
- Provide introductory and ongoing IT training for new employees. Identify users training needs.
- Arrange leases, purchase, disposal, safe keeping of information technology hardware and software.
- Maintain a LAN configuration chart and software, hardware registers.
- Negotiate service and maintenance contracts with local suppliers and Canberra DFAT.
- Follow up business continuity and disaster recovery procedures and facilities.
- Perform the annual IT audit and stocktake.
- Provide support and guidance to ensure documents are filed correctly in the Consulate's electronic record keeping system (EDRMS).
- Keep local templates up-to-date and accessible to users.
- Maintain and update email groups according to staff movements.
- Train the backup LANA.
- Fit-out offices in hotels to provide telephone, facsimile, computer and internet facilities for visiting Australian delegations.
- Assist the Regional Technical Officer (RTO) as required.

2. As Systems Administrator be responsible for the PABX and internet.

- Maintain and update the chancery's PABX.
- Oversee the technical operation of residential ADSL services.
- Update internal and external telephone directories.
- Manage the Consulate's standalone network (cabled & wifi).
- Provide support for the internet and telephone systems in residences.
- Purchase, manage and maintain the Consulate's mobile phones, sim cards, ipads, laptops and the associated phone service packages.

3. Other office duties

- Be the Custodian of portable and attractive items
- Assist the property team with general property matters such as purchases, car maintenance, property inspections, minor maintenance issues and other tasks as required.
- Assist with the destruction of files, property and obsolete IT equipment and printer toners.
- Perform other duties as required.



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SELECTION CRITERIA

1. Experience with the handling and management of computers and technology.
2. Ability to deliver IT and PABX services, including an ability to solve problems and to achieve results.
3. Communications skills, including client services and interpersonal skills to work productively as part of a team.
4. Proven ability to work independently, to organise workloads and allocate resources so as to achieve objectives effectively and to train staff in IT.
5. Capacity to quickly understand the Australian Government legislative and operational context in which the clerical, administrative and unclassified office information systems of a Diplomatic Mission are conducted.
6. In depth knowledge and practical experience of computer operating systems and commonly used commercial software packages such as:- Microsoft Windows Server 2003, Microsoft Windows XP
7. Demonstrated interpersonal skills, including an ability to work effectively with other members of a team or with colleagues. Flexibility and adaptability. P/7 and Microsoft Office 2007.
8. Ability to communicate verbally and in writing in English and Mandarin.