



### Allied Press Limited

**Vision:** *Allied Press will continuously enhance its position as a quality Media Group.*

**Motto:** *"Optima Durant" – Quality Endures*

POSITION DESCRIPTION	
Job Title	Windows Systems Administrator
Location	Dunedin
Tenure / Hours	40 hours per week
Responsible to	Systems Manager
Responsible for	Not applicable
Delegations	As per the HR and Financial delegations policy
Position purpose	<p>As a Windows Systems Administrator, you will be responsible for maintaining the company's servers / workstations / devices and applying patches, deploying / updating software and ensuring you provide a suitable user experience. You will work closely with other members of the Information Technology team to complete project work and on occasion assist on the support desk.</p> <p>From time to time you may be requested to work outside of normal hours to complete / implement / troubleshoot a project / issue or problem, or be required to travel to a branch office to deploy/fix hardware/software or train staff.</p>
Date	10 January 2022

### THE ROLE OF ALLIED PRESS LTD

Allied Press is a media company with interests in daily and community newspapers, regional television station, websites, rental properties and commercial print operations. The company is based in Dunedin and has newspapers in Canterbury, Westland, Otago and Southland, a television station in Dunedin broadcasting in Dunedin and Invercargill, and printing operations in Dunedin, Alexandra and Greymouth.

The company is dedicated to not only providing comprehensive news and advertising coverage, but also to supporting a wide range of community projects and services.

### FUNCTIONAL RELATIONSHIPS

It is a key responsibility that relationships must be developed and maintained in such a way as to bring about a positive and respectful response from those the team member liaises with.

External to Allied Press Ltd	Internal to Allied Press Ltd
<ul style="list-style-type: none"><li>Software and hardware suppliers</li></ul>	<ul style="list-style-type: none"><li>Members of the Executive Leadership Team</li></ul>
<ul style="list-style-type: none"><li>System engineers</li></ul>	<ul style="list-style-type: none"><li>Other Allied Press employees</li></ul>
<ul style="list-style-type: none"><li>Customers/Clients</li></ul>	<ul style="list-style-type: none"><li>Region based staff</li></ul>

## KEY RESULT AREAS

The position of Windows Systems Administrator encompasses the following major functions or key result areas:

- Managing server and workstation patching, deployment of software, software updates and drivers.
- Managing the company Active Directory services and Group Policy environment
- Managing workstations and operating system image deployment
- Working collaboratively with other system providers/consultants to implement the best possible solutions.

The requirements in the above Key Result Areas are broadly identified below:

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<b>Systems Maintenance</b>	
Managing Windows server / workstation patching and BIOS / driver updates.	<ul style="list-style-type: none"> <li>▪ Patches are being tested before deployment to ensure existing 3rd party software is still operational.</li> <li>▪ Patches are deployed causing the least amount of downtime for users.</li> <li>▪ Patches are monitored and reports easily available to show the current patch status of all workstations / servers within the company.</li> <li>▪ BIOS and driver updates are tested before deployment.</li> <li>▪ BIOS and drivers on workstations are being kept up-to-date ensuring the least amount of downtime for users.</li> </ul>
Maintaining a set of deployment images	<ul style="list-style-type: none"> <li>▪ Deployment images are being kept up-to-date, with latest patches / drivers on a frequent basis.</li> </ul>
Deploying and managing workstations	<ul style="list-style-type: none"> <li>▪ Have a documented/tested deployment strategy when replacing workstations / operating systems to ensure any user data / configurations are migrated.</li> </ul>
Maintaining Active Directory and Group Policies	<ul style="list-style-type: none"> <li>▪ Our Active Directory follows best practice.</li> <li>▪ Group policies are created / tested / updated / removed as appropriate.</li> <li>▪ Domain controllers are monitored and issues detected before they become a problem.</li> </ul>
Plan and schedule downtime, informing users / managers / offices of proposed outages to services / servers / technology, logging the issue / event and handling to completion.	<ul style="list-style-type: none"> <li>▪ You minimise downtime of services / servers and end-users / managers' report that they have been kept informed about these outages.</li> </ul>
<b>Support / Help Desk</b>	
Assisting with help desk calls from time to time, logging the fault and ensuring the incident is handled or escalated appropriately and in a timely manner.	<ul style="list-style-type: none"> <li>▪ Your customers report that their problems are resolved within agreed departmental timelines and/or where these timelines cannot be met the customer is kept fully informed.</li> </ul>
Participating in the department on-call rotation for after-hours technology support.	<ul style="list-style-type: none"> <li>▪ You offer ready assistance as part of the departmental on-call roster and actively seek cover should you not be available as proposed.</li> <li>▪ You have good general knowledge of the company's workflows to ensure issues can be addressed quickly, minimizing downtime.</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<b>Project work</b>	
Delivering on specific projects as determined by the Systems Manager.	<ul style="list-style-type: none"> <li>Project plans are robust and well considered.</li> <li>Progress against key deliverables is clearly measurable.</li> <li>Roadblocks and recommendations on how these may be overcome are provided to the Systems Manager promptly.</li> <li>All project implementation and work flow changes are clearly and concisely communicated to the IT team and other stakeholders promptly.</li> <li>Project Management documentation is stored in the CVS / GIT hub for version control.</li> <li>All new workflows/projects are deployed with redundancy in mind and regular back-ups of new data are taken and form part of the regular/automated backup procedures.</li> </ul>
Working with external vendors to troubleshoot, test, deploy and acquire hardware and software.	<ul style="list-style-type: none"> <li>Software / hardware is deployed as per vendor specification / requirements / instructions and these are documented in the IT RT system.</li> </ul>
<b>Customer Service</b>	
Acting as an ambassador for our business, providing our internal customers with exceptional service at all times.	<ul style="list-style-type: none"> <li>You are regarded as approachable, helpful and friendly.</li> <li>Customers, both face to face, by email and on the telephone recognise they have received the level of support and service they seek.</li> <li>You take the initiative to improve work practices to get the best possible outcome.</li> <li>Problems and complaints are acknowledged, solutions identified and promptly acted upon.</li> </ul>
<b>Team work</b>	
Working together as part of a team to meet the requirements of your role.	<ul style="list-style-type: none"> <li>You willingly share your knowledge, experience and ideas for the benefit of the team and wider business.</li> <li>You communication with others is open, honest and considerate.</li> <li>Your demonstrate initiative and commitment to team objectives, actively participating in group activities.</li> <li>You are open and receptive to change.</li> </ul>
<b>Professional Development – self</b>	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> <li>Your training and development needs are discussed with your manager on an annual basis as part of your annual performance and development review.</li> <li>You take personal responsibility for gaining and applying new skills.</li> </ul>
<b>Health, Safety and Wellbeing</b>	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Allied Press' Health and Safety policies, procedures and systems.	<ul style="list-style-type: none"> <li>You understand and consistently meet your obligations under Allied Press Ltd.'s Health, Safety and Wellbeing policies and procedures.</li> <li>You actively encourage and challenge your peers to work in a safe manner.</li> </ul>

YOU ARE ACCOUNTABLE FOR	YOU ARE SUCCESSFUL WHEN
<b>Other Duties</b>	
From time to time you may be required to undertake duties in addition to those outlined but which fall within your capabilities and experience.	<ul style="list-style-type: none"> <li>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</li> </ul>
Looking for opportunities to improve systems, processes and work practices – both within your own areas of responsibility and the organisation as a whole.	<ul style="list-style-type: none"> <li>You suggest new ideas and make refinements to systems, processes and work practices within your own role, and make suggestions for improvement to the organisation as a whole.</li> </ul>

NOTE: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between you and your manager as part of the performance development process.

## PERSON SPECIFICATION

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current job holder has). This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

	Essential	Desirable
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>Tertiary degree in computer science or information technology</li> <li>Full NZ Driver's Licence</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge/certification in ITIL (Information Technology Infrastructure Library)</li> </ul>
<b>Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"> <li>Active Directory and Group Policy experience</li> <li>Windows patch management experience</li> <li>Good troubleshooting skills</li> <li>Good documentation skills, and the willingness to share knowledge with others to benefit the team</li> </ul>	<ul style="list-style-type: none"> <li>Software coding/scripting skills and the ability to interpret code and understand its function(s) – Python, PowerShell</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Dependable, honest and ethical</li> <li>A good level of personal judgment and initiative</li> <li>Calm under pressure</li> <li>Acts with discretion at all times</li> <li>Adaptable and flexible – open to change (positive or negative)</li> <li>Independent – able to prioritise work effectively – developing one's own ways of doing things; guiding oneself with little or no supervision, and depending on oneself to get work done</li> <li>Cooperative - job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude</li> <li>Focused on going the extra mile to help meet customer requirements</li> <li>Proactive in looking for ways in which to improve service delivery and in sharing ideas</li> </ul>	

### CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

.....  
Date