

Position Description

Position Title	Systems Administrator
Position Number	30011769
Division	Digital Services
Department	Information Technology Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Grade 3
Classification Code	Managers and Administrative Workers
Reports to	Technical Services Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The Systems Administrator supports the day-to-day stability, security, and performance of core ICT infrastructure across Bendigo Health and the Loddon Mallee region.

Reporting to the Technical Services Manager, this position assists with routine administration, monitoring, and supporting enterprise systems, including Active Directory, Windows Server, virtualization platforms (VMware/Hyper-V), and related storage and backup environments. The role contributes to maintaining

service availability in line with defined SLAs, supports incident response and change control processes, and contributes to maintaining compliance with Bendigo Health's Digital Services policies and frameworks.

The Systems Administrator collaborates closely with regional ICT teams, vendors, and internal stakeholders to ensure reliable system performance, prompt resolution of escalated issues, and consistent infrastructure standards across all supported sites.

Responsibilities and Accountabilities

The Systems Administrator contributes to the reliability, performance, and integrity of regional ICT infrastructure and core enterprise systems. The role is essential to maintaining continuity of ICT operations and service delivery across Bendigo Health and LMSS partner health services.

Key outcomes include maintaining high system availability, ensuring secure configurations and data protection, assisting with upgrades and patching schedules, and providing timely technical support to internal customers and site technicians. The position will also contribute to infrastructure documentation, monitoring, and configuration standards.

Key Responsibilities

System Administration and Maintenance

- Assist in the maintenance, monitoring and support of servers, storage, Active Directory and virtualisation environments (VMware, Hyper-V) in line with established procedures.
- Provide support for cloud or hybrid infrastructure components (e.g., Azure AD, M365 services) under supervision.
- Manage user and group permissions, GPOs, print services, and other core system functions.
- Apply operating system patches, firmware, and software updates according to maintenance schedules.
- Conduct regular system health checks and capacity reviews, escalating risks or performance issues as required.
- Support daily backup and restore operations in line with data protection standards.

Operational Support and Incident Response

- Respond to infrastructure-related incidents, service requests and escalations within agreed SLAs, under the direction of senior technical staff.
- Assist in troubleshooting system faults, providing diagnostics and documentation, and escalate to senior staff when required.
- Participate in after-hours maintenance windows or escalations as required by roster or operational demand.
- Support ICT field and service desk teams in diagnosing and resolving server or application access issues.

Governance, Compliance, and Documentation

- Adhere strictly to change control and incident management procedures.
- Maintain system documentation, configuration baselines, and network diagrams.

- Support compliance activities relating to Health Sector Cyber Security Controls (HSCSC) and Essential Eight alignment, under supervision.
- Assist with audit and reporting requirements relating to system integrity, asset inventory, and lifecycle status.

Collaboration and Continuous Improvement

- Collaborate with LMSS regional ICT teams to share knowledge, align configurations, and promote consistent practices across health services.
- Monitor operational processes and report opportunities for improvement or automation to senior staff.
- Provide input to technical planning, lifecycle replacement, and infrastructure refresh projects when operational insights are required.
- Deliver courteous, effective, and professional customer service to all stakeholders.

Key Selection Criteria

Essential

1. Experience in system administration across Windows Server, Active Directory, and virtualisation platforms.
2. Ability to assist in diagnosing and resolving infrastructure incidents in a supported environment.
3. Experience maintaining backup, patching, and monitoring processes aligned with security and compliance frameworks.
4. Sound understanding of ICT operational governance, including change management and documentation control.
5. Excellent organisational and time management skills with ability to manage competing priorities.
6. Strong communication and collaboration skills with technical and non-technical stakeholders
7. Demonstrated commitment to delivering quality service and maintaining confidentiality.

Desirable

8. Entry-level certifications (desirable) such as Microsoft, VMware, CompTIA or ITIL Foundation, or willingness to obtain within 12 months.
9. Experience in healthcare or other regulated public sector environments.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.

- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.