



POSITION DESCRIPTION

POSITION TITLE:	IT Systems Engineer
POSITION LOCATION:	Olivia Newton-John Cancer Research Institute
EMPLOYMENT TYPE:	Full time and Fixed term

POSITION CONTEXT:

The Olivia Newton-John Cancer Research Institute (ONJCRI) is an independent medical research located in Heidelberg. Our mission is to discover and develop breakthrough therapies to help people live better with cancer and defeat it. Our research laboratories sit alongside patient treatment facilities to optimise collaboration between researchers and clinicians. The integration of laboratory and clinic ensures the rapid translation of scientific discoveries into clinical trials for the development of new cancer treatments. We investigate and develop treatments for cancers of the breast, bowel, lung, melanoma, prostate, liver, gastrointestinal and brain. The ONJCRI is a global leader in the development of immunotherapies, targeted therapeutics and personalised cancer medicine and sponsors early phase clinical trials.

The ONJCRI is the successor to the global Ludwig Cancer Research organisation with a proud track record of a quarter century of collaborative clinical research programs with Austin Health. Much of ONJCRI's strong foundation is built on the Ludwig Cancer Research legacy and through the ONJCRI's exciting partnership with La Trobe University as its School of Cancer Medicine, we play a pivotal role in training Australia's future generations of medical researchers

PRIMARY RESPONSIBILITIES:

The IT Systems Engineer will work alongside the IT Manager in providing a reliable and efficient computing environment to the scientists involved in research at the ONJCRI and to administrative and other support staff.

The IT Systems Engineer will primarily be responsible for providing effective and timely solutions-based phone and desk side technical support to all end users of the ONJCRI network. In conjunction with the IT Manager, the IT Systems Engineer will also be responsible for ensuring the efficient management, performance and security of the complex and diverse IT environment

REPORTING LINES:

The IT Systems Engineer reports to the IT Manager. There are no direct reports to this position.

KEY RELATIONSHIPS:

The other key relationships that are an essential component of the position include:

Internal

COO

IT Manager

Directors (Scientific and Medical)

Laboratory Heads

Scientific and Research Staff

Other Professional Services/Lab Support staff

External

ITS, La Trobe University
Information Technology department Austin Health
ITS, University of Melbourne
IT staff of affiliated Research Institutes
Service providers and suppliers

ACCOUNTABILITIES:

- Full ownership of first and second level tier IT support for PC's and Macs, audio-visual equipment and computer based laboratory platforms and equipment
- Troubleshoot network and applications issues end to end
- Support users in their use of IT resources through the provision of effective communication, training and feedback to users
- Ensure the induction of new users and the provision of all required IT resources
- Undertake routine computer server and network maintenance and administration tasks
- Develop, maintain and review technical and user support documentation
- Contribute to the continuous improvement of processes, knowledge base and internal and vendor relationships
- Assist in the development and enhancement of Information Systems policies and procedures

In conjunction with the IT Manager (and also in the IT Manager's absence):

- Maintain and support specific services such as e-mail, calendar, identity, security & anti-malware update services, databases, web and cloud services
- Ensure appropriate patching, backup and archival processes are operational
- Ensure effective support for a wide range of scientific, clinical and business applications
- Manage the institute IT infrastructure including network, server, storage and cloud services and provide ongoing monitoring of performance to ensure the security and efficient operation of IT services
- Manage the program of preventative maintenance and upgrades

AUTHORITY:

Delegated authority is in accordance with ONJCRI policies and procedures.

CHALLENGES:

The incumbent must have the ability to identify and triage priorities, identify opportunities for improvement and manage multiple tasks effectively to provide an efficient, seamless and uninterrupted service to the users. Therefore, the incumbent will need to think on their feet and think outside the box at times.

QUALIFICATIONS:

A relevant degree, industry qualification, and/or equivalent substantial professional experience in supporting an IT environment are essential.

EXPERIENCE & CAPABILITIES:

Essential

- Experience installing, supporting and troubleshooting PC and Apple Mac based hardware and operating systems
- Experience supporting a range of software applications, including Microsoft Office, Endnote, Adobe Photoshop/Illustrator/InDesign/Acrobat, PRISM and administration and accounting packages.
- Experience responding to Endpoint Protection security events and identifying suspicious email
- Experience in the administration of Microsoft Active Directory, computer servers, storage, networks, patch deployment and backup
- A demonstrated ability to effectively communicate with a diverse range of end users with various levels of computer competency to support them in their use of computers and applications, systems and other computer and communications technologies
- Ability to effectively identify, triage and trouble shoot issues according to priority
- Effective organisational and time management skills
- The ability to be self motivated and work in an independent manner
- Demonstrated leadership skills and the ability to step up as required
- Effective communication and interpersonal skills
- An ability to develop technical and end-user documentation for computing devices audio-visual/video conferencing, information management and IT systems and services
- Ability to foster and maintain relationships with a broad range of stakeholders

Desirable

- Experience in using and supporting Linux applications and systems
- Microsoft Exchange Server and Office 365 administration
- Firewall, VPN and network administration
- Experience deploying and managing open source software in a Virtual/Container/Hybrid Cloud environment
- Experience managing Endpoint Protection policies
- Experience in Hyper V Microsoft virtualisation platform
- Experience developing, maintaining and supporting databases and data warehouseExperience with KACE Systems Management Appliance
- Experience with managing, mining and processing of large unstructured datasets, visualisation of imaging data
- Experience with support of R and Python
- Experience in supporting audio-visual and video conferencing services
- Experience undertaking a project or process improvement from concept to implementation
- Demonstrated understanding of information communication and technology service requirements in a translational research setting