



Australian Government

Comcare

PUTTING YOU *FIRST*

## Network Administrator

**APS Level 6  
New Position  
Technology Team  
Chief Operating Officer Group  
Ongoing Vacancy – Full-time  
Canberra  
\$74,592 to \$82,770 plus 15.4% superannuation**

### Contact Officer

Tri Nguyen, Network & Security Manager on 02 62760334

### Closing date

Thursday 16 February 2012 at 11.00pm (Australian Eastern Standard Time)

### How to apply

1. In one combined word document include
  - a. your completed Application Cover Sheet (the last page of this document),
  - b. your responses addressing the selection criteria; and
  - c. your resume outlining your work history, relevant qualifications and training.
2. [Apply online](#) - When applying you will be asked to upload your combined application and enter your personal details.

# The Role

## Overview of the team

The Technology Team is responsible for providing a stable and effective ICT (Information Communications Technology) environment for the Comcare business to achieve its organisational goals.

Technology also provides technical support and education to all users of the Comcare network on all matters ICT related.

## Overview of the role

As the Network Administrator you will be assisting in the delivery of a range of data, voice and video network services including level 3 support, ongoing management of the network switches, routers and firewalls. You are also required to assist in the design and implementation of infrastructure improvements and projects and delivery of key ICT business initiatives as required.

## Duty statement

1. Provide support and maintenance for the Cisco & Juniper based LAN/WAN/VPN infrastructure including firewalls, proxy and web filtering.
2. Provide support for Cisco Call manager, IPFX and Video Conferencing.
3. Network monitoring and alerting of network devices using such tools as Cacti.
4. Provide BAU and Project support including creating and updating technical documentation.
5. Assist in the design and implementation of infrastructure improvements and projects and delivery of key ICT business initiatives.
6. Liaise with suppliers, carriers and other third party vendor's relating to product support.
7. Actively develop and maintain working relationships across the organisation and with employers and stakeholders.
8. Obtain and maintain a security clearance to the Baseline Vetting Level.
9. Represent Comcare at internal and external meetings and forums.
10. Participate in corporate learning and development activities.
11. Promote workplace safety, equity and diversity and environment practices in the workplace.
12. Demonstrate and model safe attitudes, values and behaviours in order to uphold your health and safety duties.
13. Commit to, promote and model the [APS Values](#) and [APS Code of Conduct](#).

## How to apply

Your statement of claims against the selection criteria is your opportunity to demonstrate your competency and is the most important factor in determining whether your application will be short-listed. Your claims against each criterion should be no longer than a page.

It is recommended that you address each selection criterion and provide evidence of your suitability. Give examples from your current or past role(s) which demonstrate how you meet the criterion. The STAR approach is one way of presenting information against selection criteria. For each criteria think about the following and use these points to form sentences:

**Situation:** Set the context by describing the circumstance whether you used the skills or qualities and gained the experience.

**Task:** What was your role?

**Approach:** What did you do and how did you do it?

**Result:** What did you achieve?

What was the end result and how does it relate to the job you are applying for?

For more information on how to apply for jobs in the Australian Public Service please go to: <http://www.apsc.gov.au/publications07/crackingthecode.htm>

## The Selection Process

Comcare uses a competitive merit process. Processes are likely to take approximately six weeks for short listing, skill testing, work sample testing, interviewing, reference checking and offers to be made.

## Eligibility and specific conditions of employment

1. Australian citizenship
2. Security Clearance (Baseline Vetting)
3. Character clearance (police records check)
4. Health assessment
5. Six months probationary period
6. Interim travel and after hours work when required

For information on conditions of employment, please refer to our website [http://www.comcare.gov.au/careers/working\\_at\\_comcare](http://www.comcare.gov.au/careers/working_at_comcare)

## Selection Criteria

The following selection criteria are based on Integrated Leadership System  
<http://www.apsc.gov.au/ils/index.html>

### 1. Job Specific

- o Experience in a complex network environment.
- o Excellent understanding of Cisco technologies particularly the 6500 series VSS.
- o Experience in Cisco call manager, IPFX, video conferencing, Juniper VPN technologies.

### 2. Supports strategic thinking

- o Consider the ramifications of issues and the long term impact of your own work and work area.
- o Gathers and investigates information from a variety of sources, explores different viewpoints and identifies any critical gaps.

### 3. Achieves results

- o Ensure that projects are completed including monitoring progress and adjusting work plans as required.
- o Commits to achieving quality outcomes, ensuring documentation and procedures are maintained.

### 4. Cultivates productive working relationships

- o Builds and sustains relationships with a network of key people internally and externally.
- o Recognises the different working styles of individuals.
- o Demonstrates an ability to work effectively as part of a team or individually.

### 5. Exemplifies personal drive and integrity

- o Adopts a principle approach and adheres to the APS code of conduct.
- o Takes personal responsibility for meeting objectives and progressing work.

### 6. Communicates with influence

- o Highly developed written and oral communication skills.
- o Listens carefully to others to ensure their views have been understood.

## What we offer

Comcare offers employees attractive employment conditions, including:

	<b>DYNAMIC ORGANISATION</b> It's a great time to work with Comcare. Get onboard and make a difference!		<b>CAREER PATHWAY</b> Comcare's capability and career framework allows you to easily identify the skills and competencies required in order for you to move up and along your desired career path.
	<b>GENEROUS LEAVE ENTITLEMENTS</b> Comcare's current Enterprise Agreement sets out some very attractive leave entitlements.		<b>PERFORMANCE MANAGEMENT</b> Achieve results through Performance Management. Everybody at Comcare has an Individual Action Plan (IAP). Pay point advancements are available through this process.
	<b>STUDY LEAVE/STUDY OPTIONS</b> Up to \$4,000 per year study assistance/ 5 hours per week paid study leave.		<b>REWARD &amp; RECOGNITION</b> Comcare recognises that high performing staff are the key to its success, that's why staff who perform well are rewarded for their efforts through a formal reward and recognition process.
	<b>LIFE BALANCE</b> Flexible working arrangements, employee wellness programs and employee assistance programs.		<b>CHRISTMAS CLOSEDOWN</b> Comcare offices are closed from c.o.b. on the last working day before Christmas to the first working day after 1 January giving all employees a break and a chance to spend some time with family and friends.
	<b>LEARNING AND DEVELOPMENT</b> Structured on the job training + a year round calendar of professionally facilitated relevant courses.		<b>GENEROUS REMUNERATION</b> Comcare is able to offer generous remuneration points on engagement dependent on skills and experience.



Australian Government

Comcare

PUTTING YOU *FIRST*

## APPLICATION COVER SHEET

Note: Complete and save this form before commencing your online application.

**APS Level 6, Network Administrator, Technology Team – Canberra**

Title				Birth Date <i>(optional)</i>		
Surname				Given Name		
Address						
Preferred Name			State			Postcode
Contact Number(s)						
Email Address						
Current Employer						
Position Title						
Are you currently working in the Australian Public Service?						
If yes	Ongoing			Non-ongoing		
Substantive Level			Acting Level			AGS Number
Are you an Australian Citizen?						
Have you received a redundancy benefit from an APS Agency or Parliament Service?						
If yes, please advise of the redundancy benefit period expiry date						
Have you ever been found to have breached the APS Code of Conduct?						
If yes, please specify employer's name and the date?						
Do you have a security clearance? If so, what level? i.e. protected/secret						

Please provide two current referees who have supervised and assessed your performance within the workplace.

Name			Relationship		
Email			Contact		
Name			Relationship		
Email			Contact		

Do you require any special arrangements to be made for assessment e.g. interview? If yes, a member of the selection panel will contact you for more details.