

Systems Administrator | HQ Waterloo
Weave Youth & Community Services

Position title	Systems Administrator
Reports to	Operation, Risk & Compliance Manager
Program	Head Office
Responsible for	Managing the organisations IT needs and infrastructure
Supervises	nil
Location	Waterloo HQ and other offices as required
Hours	Part time/Full time (4 days per week/28 hours per week)
Status	Part time All positions at Weave are dependent on continued funding
Award	Social Community Home Care and Disability Services Industry Award 2010 (SCHADS)
Remuneration	Weave pays above the SCHADS Award hourly rate. Salary is negotiable depending on qualifications and experience. <ul style="list-style-type: none"> • Superannuation @ 11.5% • Annual Leave Loading of 17.5%
Benefits	<ul style="list-style-type: none"> • Generous salary sacrifice • Above Award hourly rates based on a 35 hour week • Bonus paid leave days over Christmas and New Year

About Weave Youth & Community Services

[Weave Youth & Community Services](#) is a place-based community organisation located on unceded Gadigal and Bidjigal Land in Sydney, that has been delivering a range of programs, supports and services developed with and for the community for over 48 years.

Weave's purpose is to empower people to change their lives, and healing and connection is at the centre of our work. Weave supports children, young people, women and families who are impacted by systemic disadvantage and intergenerational trauma.

Around 70% of all those we support across Weave are Aboriginal and/or Torres Strait Islander people. As a non-Aboriginal controlled organisation, Weave is strongly committed to walking alongside Aboriginal and Torres Strait Islander people in their ongoing fight for justice and self-determination.

Our work at every level is guided by our [Aboriginal Healing Framework](#).

Summary of the Position

This role is responsible for managing Weave's IT systems, providing staff support, and ensuring smooth daily operations across various technical platforms. Key responsibilities include offering end-user support, managing OS and application installations, maintaining network security, and overseeing cloud infrastructure and telephony systems. Additionally, the role involves supporting the CRM system (currently CDS & Salesforce), assisting with the Weave website (WordPress), and ensuring compliance with IT security protocols.

The Systems Administrator will also work closely with various teams, including the CEO, HR Manager, Communications & Impact Lead and Program Leads.

Key Responsibilities

1. End User Support

- Manage OS (OSx/macOS, Windows) and applications provisioning, installation, configuration, and maintenance.
- Manage platforms including Chrome, Microsoft Remote Desktop, TeamViewer, 1Password, and G Suite
- Provide hardware and peripheral provisioning, installation, configuration, and maintenance.
- Track and manage assets.
- Advise senior management on risks, opportunities, operational issues, and costs.
- Resolve IT issues for staff promptly using the appropriate tools/approach.
- Prioritize, track, and manage incidents and requests.
- Educate staff on security, productivity tools, and use of OS and internet platforms.
- Educate staff on use of Google Workspace

2. Environment Administration

- Manage the day to day operations of wired and wireless networks across (currently) 5 sites.
- Update VOIP Portal Configurations as needed.

3. Admin of Google Workspace

- Manage collaboration tools (Google Workspace).
- Advise on cloud tool changes, impact, and recommended configurations.

4. IT Security

- Ensure physical and logical security of all IT assets.
- Secure administrative access and manage records via 1Password.
- Implement endpoint and phishing protection strategies.
- Perform audits on access control and security systems.
- Brief senior management on security threats and risks.
- Educate staff on security protocols.

5. Cloud Application Support

- Maintain and support Weave's CRM system (currently CDS & Salesforce), collaborating with staff to resolve issues and working with external developers on improvements.
- Advise senior management on CRM issues, improvements, and future requirements.

6. Website Support and Maintenance

- Assist in the management and maintenance of the Weave website.
- Ensure backups are tested and working.
- Assist with WordPress plugin management and Raisely fundraising platform.
- Help manage analytics and insights.
- Support staff with analytics and search engine optimisation.

7. Administration

- Handle supplier relationships and billing for IT services (ISP, telephony, NBN, Printers etc.).
- Assist with policy updates and digital strategy.
- Continue to update any IT environment and procedures.
- Support with the procurement of new platforms in alignment with the digital strategy

General Accountabilities

- Work as part of the Weave team, participating in meetings and training.
- Regularly meet with the manager for supervision.
- Follow Weave's Code of Conduct and other policies
- You may be required to perform other duties as directed from time to time to suit organisational requirements and which are broadly consistent with your role.
- Additional general responsibilities and expectations of all Weave staff are outlined in the Weave Code of Conduct Section 8.2 (a).

Selection Criteria

1. Proven ability to work independently, with no technical team support
2. Minimum of 2 years' experience in IT System Administration
3. Strong communication skills, capable of translating technical issues into actionable decisions for management
4. Demonstrated ability to manage multiple IT projects simultaneously
5. Excellent problem-solving skills and a solid understanding of IT risk management
6. Experience providing user support across various mediums (in-person, phone, VNC)
7. Proficient in administering collaboration suites, particularly G Suite
8. Solid understanding of both MacOS and Windows (user and administrator experience)
9. Ability to assess and support cloud services, balancing security with innovation
10. Skilled in managing LAN, WLAN, and failover internet connections
11. Awareness of, and sensitivity to the experiences of Aboriginal and Torres Strait Islander peoples impacted by the ongoing oppressive legacies of colonisation.
12. Understanding of the importance of cultural safety for Aboriginal and Torres Strait Islander peoples, the strengths of Aboriginal and Torres Strait Islander peoples.
13. Common sense and an excellent sense of humour.
14. NSW Working with Children Check.
15. National Police Check.
16. Drivers licence (desirable).