Positions Vacant - IT Operations Partner

- Report to the IT Manager
- Supportive team environment

The organisation:

NSW Ports manages four major infrastructure assets including Port Botany, Port Kembla, Enfield Intermodal Logistics Centre and Cooks River Intermodal Terminal. As custodians of nationally significant assets, NSW Ports is focused on the long-term sustainability of our port and intermodal assets.

The role:

The role of the IT Operations Partner is to assist in the management and performance of NSW Ports IT Services in accordance with agreed performance levels. Additionally this role will be responsible for contributing to IT policies and procedures and provide expert advice in relation to IT infrastructure.

Key accountabilities:

- Maximise business opportunity with current IT systems and infrastructure this may include being responsible for installing, configuring, and maintaining operating system workstations and servers and efficiently investigating, troubleshooting , and resolving PC Hardware and network problems.
- Contribute to the planning, specification, development and implementation of IT projects across the organisation
- Manage projects to meet the agreed business objectives, budget and time frames
- In conjunction with the IT Manager Coordinate IT Hardware, Software and Security audits as required
- Maintain the approved IT policies, procedures, change control, systems architecture and documentation
- Assist in the development and implementation of IT policies and procedures to meet the current and future needs of the business this may include development and maintenance of a document library around operating systems for hardware and software configuration
- Contribute to the development of strategic and management plans
- Assist and support budget preparation and forecasting
- Coordination and liaison of vendors to ensure IT services, hardware and software are maintained at agreed performance levels and that escalation occurs where appropriate.
- Assist with licensing, hardware and software acquisition for all IT services and the deployment.
- Recommend alternatives and solutions to business requirements and issues by keeping abreast of technological advances and best practices.
- Induct and train users on IT support model and systems

Experience, qualifications and skills required:

- Advanced project management skills
- Demonstrated ability to negotiate, and resolve issues, with IT service providers and staff
- Strong interpersonal and communication skills
- Ability to work independently and prioritise multiple projects to meet competing deadlines
- Experience in infrastructure support, provisioning and deployment
- Ability to manage workload to meet outcomes and competing deadlines
- Microsoft certification desirable
- Relevant IT degree desirable
- IT experience in 1st and 2nd level IT support for a range of computer technologies including computers, multifunction and mobile devices and any other IT hardware or software deployment

For more information on both roles or to submit your application, please contact Hannah Wright by emailing Hannah.wright@nswports.com.au. Applications for the role will close Friday 20th September 2019.