

## POSITION DESCRIPTION

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| <b>POSITION TITLE:</b>     | Systems Administrator   |
| <b>LOCATION:</b>           | Lower Hutt, New Zealand   |
| <b>DEPARTMENT:</b>         | Product   |
| <b>REPORTING TO:</b>       | ICT Operations Manager  |
| <b>KEY RELATIONSHIPS:</b>  | <p><u>Internal</u></p> <ul style="list-style-type: none"> <li>○ ICT team</li> <li>○ Customer Services teams in both AU and NZ</li> <li>○ Wider company staff</li> <li>○ Internal application user</li> </ul> <p><u>External</u></p> <ul style="list-style-type: none"> <li>○ External Application users</li> <li>○ Suppliers and Vendors</li> </ul>   |
| <b>KEY PURPOSE:</b>        | The System Administrators key purpose is to monitor and maintain the company computer systems, install, and configure hardware and software, and solve technical issues as they arise   |
| <b>NATURE &amp; SCOPE:</b> | <p>A privately owned NZ company, Aspeq delivers over 90,000 exams each year in 25 countries and employs 55 permanent and 200+ part time people in NZ and Australia. Aspeq delivers exams through a network of centres across Australasia and operates two customer service help centres in Lower Hutt, NZ and Canberra, Australia.</p> <p>For this role you will be an intricate part of an experienced support team, reporting to the ICT Support Manager. You will also be required to communicate effectively and collaborate with customers, developers, and staff from all other areas of the company. Versatility and a broad skillset are highly regarded.</p> <p>The position requires high attention to detail and accuracy, strong customer focus, and knowledge of computer and information technology systems.</p> <p>The applicant needs to have experience and a clear understanding of all aspects of both system and network management including helpdesk duties, server maintenance, monitoring, patching, backup management, anti-virus, and data recovery</p> <p>The role includes project management of allocated projects for update or improvement to systems and corporate applications, through researching options, gathering requirements, and estimating cost benefits, managing sourcing</p> |

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|  | <p>and deployment or replacement, and establishing systems for ongoing administration of records and support.</p> <p>The role will be required to work Monday to Friday, but they must take a flexible approach to working hours in line with the global nature of Aspeq.</p>   |
| <b>KEY ATTRIBUTES/<br/>COMPETENCIES/<br/>QUALIFICATIONS:</b> | <ul style="list-style-type: none"> <li>○ High standard of personal integrity, and an appreciation of risks and commitment to security and confidentiality of IP (Intellectual Property), PII (Personal Identifiable Information) and sensitive data.</li> <li>○ Windows Server and VMware system administration skills</li> <li>○ Office 365 admin experience</li> <li>○ Experience with Storage, Backups, MS SQL</li> <li>○ Networking knowledge and understanding (routing, switching, firewalls, VPN, VLAN, DNS etc.</li> <li>○ Excellent Communication skills</li> <li>○ Ability to work logically and methodically</li> <li>○ Proven capability to troubleshoot and resolve faults</li> <li>○ Displays initiative</li> <li>○ Willingness to learn and up skill</li> <li>○ Enthusiastic for technology</li> <li>○ High attention to detail and accuracy</li> <li>○ Enjoy working as a team member as well as independently</li> <li>○ Efficient time management skills</li> </ul> |
| <b>REQUIREMENTS:</b>   | <p>Must hold a current New Zealand driver's licence</p> <p>Must be eligible to work in New Zealand, and agree to a Ministry of Justice background check, New Zealand Transport agency traffic infringement check, and UK Security check and the possibility of a credit check.</p>  |

| <b>KEY RESPONSIBILITIES</b> | <b>DELIVERABLES / OUTCOMES</b>   |
|-----------------------------|--|
| 1.0 General work            | <p>1.1 Support</p> <ul style="list-style-type: none"> <li>○ Ensure that all SLA's are met on answering support calls</li> <li>○ Ensure that all support calls are logged and recorded for auditing purposes</li> <li>○ Monitoring network infrastructure and resolving system issues.</li> <li>○ Installing and configuring computer hardware, software, systems, networks, printers, and scanners</li> <li>○ Repairing and replacing equipment as necessary</li> <li>○ Be empathetic in dealing with customers</li> <li>○ Ensure that all processes are well documented.</li> </ul> <p>1.2 Support Projects</p> <ul style="list-style-type: none"> <li>○ Assist the ICT Support Manager with the implementation of Support Projects</li> <li>○ Ensure that all progress on Support projects are recorded on planning tool.</li> <li>○ Where possible assign yourself to smaller projects</li> </ul> |
| 2.0 On call                 | <p>2.1 On call support</p> <ul style="list-style-type: none"> <li>○ Meet all SLA's when supplying on call support</li> </ul>   |

| KEY RESPONSIBILITIES | DELIVERABLES / OUTCOMES   |
|----------------------|---|
|                      | <ul style="list-style-type: none"> <li>o Ensure that all tickets are logged for Audit purposes</li> </ul>   |
| 3.0 Live our Values  | 3.1 Know and Demonstrate Aspeq's values. <ul style="list-style-type: none"> <li>o Brave,</li> <li>o United,</li> <li>o Smart,</li> <li>o People People</li> </ul> |
| 4.0 Other            | 4.1 Any other activities as directed in line with the nature and scope of the role.   |

At Aspeq we recognise and appreciate that diversity, inclusion, and accessibility is valuable to our business. We embrace the unique perspective and capabilities of our current and future employees, which will help us continue to drive innovation and achieve our business goals. Our culture enables us to create an environment of involvement, respect, and connection to benefit individual employees and all our clients across the world

## Why do we exist?

### Our Purpose

To **help** people know and trust that they will be safe

### Our Promise

To **provide** best-practice assessment, accreditation and licensing services

### Our Objective

To **create** a globally recognized organisation for delivering customer and commercial excellence in assessment

## What do we do?

Aspeq provide best-practice assessment and accreditation services to authorities and regulators

**Our services** are robust, secure and internationally recognised – our customers know they can trust us

**Our products** include highly-specific content delivered via digital platforms that are always evolving and being invested in.

**Our people** are highly experienced, respected and trusted for their expertise

## What's our way?

### We're Brave

We punch above our weight. We operate in a global market that relies on highly specific knowledge and expertise

### We're People People

While we focus on technical solutions, people really matter. We respect our customers and what they are trying to achieve. We respect our people, fostering an ethos of recognition, achievement, and growth.

### We're United

We work together and succeed as a team. We also work to understand our customers' needs and collaborate with them to achieve better outcomes.

### We're Smart

We're excited by challenges and are proactive problem solvers. We're constantly investing in and developing flexible solutions for our customers and like to be a step ahead.

**We're brave, united, smart, people people.**

**aspeq**  
beyond  
question