

LEGISLATIVE ASSEMBLY  
FOR THE AUSTRALIAN CAPITAL TERRITORY



# eParliament Systems Administrator

**Position Number:** 202

**Classification:** Senior Officer Grade C

**Branch:** Parliamentary Support

## Who are we

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The Office of the Legislative Assembly (OLA) is an impartial statutory agency which provides procedural and administrative advice and support to the Assembly and its committees. It is headed by the Clerk of the Assembly and is governed by the *Legislative Assembly (Office of the Legislative Assembly) Act 2012*.

OLA comprises three branches: the Office of the Clerk, Parliamentary Support and Business Support. This role sits within the Parliamentary Support Branch which is responsible for providing impartial advice and support services to the Legislative Assembly, its Committees and members of the Assembly and their staff, and includes Chamber Support; Committee Support; Hansard; and Assembly Library functions.

The Chamber Support function comprises a team of highly motivated professionals committed to providing administrative and procedural advice and support to the operation of the Chamber. We offer interesting, diverse and challenging work opportunities that support all facets of the Assembly's operations, allowing its members and the institution to effectively perform a range of accountability, representation and legislative functions.

Join a workplace that offers meaningful, varied and challenging work at the heart of parliamentary democracy. Our employees are engaged under the [Public Sector Management Act 1994](#) and the Office of the Legislative Assembly Enterprise Agreement. We offer a competitive range of benefits, including a 12.5% employer superannuation contribution, 17.5% annual leave loading, flexible working arrangements (including the option of a nine-day fortnight), and opportunities to learn, develop and grow your career.

## The Job

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We are seeking an experienced, high performing ICT Systems Administrator with demonstrated experience administering and supporting business-critical systems to assist the Office in the implementation, configuration, support and ongoing administration of a system used to support the provision of parliamentary services to the Assembly.

Reporting to the Deputy Clerk key responsibilities will include:

- Oversight configuration, administer and maintain a significant ICT system, ensuring the environment remains secure, stable, reliable and legislatively compliant.
- Manage system setup, user access, permissions and ongoing maintenance activities.
- Monitor system performance, troubleshoot technical issues, and coordinate resolution of incidents and service requests.
- Build and maintain effective working relationships with internal stakeholders, vendors and service providers to support successful system adoption and ongoing operations.
- Provide training, guidance and technical support to OLA staff and end users on effective system use.
- Coordinate system upgrades, testing, patches and enhancements, including documenting changes and maintaining system integrity.
- Develop, maintain and publish system documentation, user guides and Standard Operating Procedures.
- Assist with identifying operational risks, security issues and business continuity requirements, and implement mitigation measures where required.
- Coordinate activities of internal and external personnel to support system implementation and ongoing operational support.
- Prepare regular reports and briefings for the Clerk and other senior executives regarding system performance, issues and improvement activities.
- Chair project governance / steering committee meetings; distributing papers, minuting meetings, and maintaining actions register.

## What we are looking for

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1. Excellent oral and written communication skills
2. Strong stakeholder engagement and customer service skills
3. Demonstrated experience administering and supporting ICT systems in a complex operational environment.
4. Demonstrated ability to troubleshoot, manage and resolve complex technical issues.
5. Strong organisational and time management skills, with the ability to manage competing priorities and respond to operational requirements.
6. Experience preparing and maintaining technical and operational documentation.

## Qualifications/Requirements

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- Proven experience in a Systems Administrator, Software as a Service or ICT Operations role – Essential
- Knowledge of ICT infrastructure, systems administration and user support – Essential
- Experience working with business-critical systems and vendors – Desirable

- Knowledge of the role and functions of Parliament / the Legislative Assembly – Desirable/the Legislative Assembly - Desirable

## Special Requirements

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All Office staff must work within the requirements of the *Public Sector Management Act 1994*, OLA policies and declare any conflicts of interest which would:

- Jeopardise or diminish the confidence in the officer by members; or
- Otherwise impede the efficient and effective performance by the officer of their duties.