

Role Description

Systems Administrator



Cluster	Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 3, Level 3
Kind of Employment	Enterprise Agreement
OSCA Code	262113
PCAT Code	1226192
Role Number	W02894R02695
Date of Approval	October 2026
Agency Website	http://www.sydneyoperahouse.com

AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Creative Industries, Tourism, Hospitality and Sport. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is a living work of art. A place of possibility and wonder - on and off the stage. We bring people together to be uplifted, empowered and entertained.

Our ambition is to be Everyone's House; where we aim to better understand and connect with community; to be a place where everyone feels welcome; to be future ready and to lead and inspire positive change.

To make this real, we are focused on four themes that underpin our organisational values (Creativity, Courage, Inclusivity, Integrity, Collaboration and Care):

- We better understand and connect with community.
- Everyone feels welcome here.
- We are future ready.
- We lead and inspire positive change.

Further detail on strategic direction is set out in the [SOH Strategy 2024-26](#).

PURPOSE OF THE ROLE

This role assists in supporting system operations, maintenance, security, lifecycle and capacity planning of all storage and compute platforms, and the physical environments in which those and other technology systems reside. The role works with other stakeholders in the technology business unit to ensure these and other dependent systems such as networks and theatre systems, work harmoniously to deliver the technology solutions required by the house.

The Systems Administrator is a key contributor to the ongoing development of systems and application architecture, applying their skills and experience to researching, defining and implementing technology solutions that deliver robust solutions to business requirements. The Systems Administrator uses their knowledge of the applications and systems architectures and associated technologies to provide operational support to these environments.

The System Administrator provides the Data Centre Administrator with a point of escalation for complex technical problems. They actively seek to educate and upskill their peers and colleagues through knowledge sharing and mentoring.

KEY ACCOUNTABILITIES

- Operate infrastructure platforms as directed to support the operational requirements of the organisation.
- Provide day-to-day incident and problem resolution for complex and diverse technology infrastructure and applications, collaborating closely with colleagues, suppliers and third-party support providers to ensure timely and effective resolutions.
- Act as an escalation point for incident and problem management for first-level support teams.
- Plan and conduct infrastructure and application maintenance to ensure the continued operation of services to the required standards.
- Contribute to the development, implementation and maintenance of infrastructure and application architecture.
- Assist in building capability across the Technology team, through effective knowledge sharing and coaching.
- Contribute to the establishment and maintenance of meaningful real time monitoring, alarming and alerting regimes for infrastructure and applications, and develop appropriate responses to these on a reactive and proactive basis.
- Undertake investigations and report on performance problems and downtime to inform continuous refinement of practices that reduce the likelihood and impact of future incidents.
- Proactively identify risks and opportunities to improve efficiency and effectiveness.
- Participate in regular replace or refresh projects, ensuring probity, value for money, and best practice

KEY CHALLENGES

- Manage system capacity, resilience, and flexibility to meet the needs of a dynamic performing arts centre.
- Manage conflicting and concurrent projects and operations.
- Manage conflicting internal and external stakeholder expectations.

KEY RELATIONSHIPS

WHO	WHY
Internal	
Technology Infrastructure Manager	Receive strategic direction.
Systems Administration Lead	Receive strategic direction and provide advice regarding all relevant technology, escalate issues. Jointly maintain infrastructure platforms and related applications.
Technology team	Maintain infrastructure and operating environments for enterprise applications
Building team	Facilitate building management by providing infrastructure for building systems
EPRG	Contribute to precinct security by providing infrastructure for security platforms.
Production Services	Enable world-class performance by providing infrastructure for production systems
External	
Suppliers	Ensure suppliers deliver value and are accountable for the quality of their work.

ROLE DIMENSIONS

Decision Making

The System Administrator has the flexibility to make decisions about the implementation and evaluation of data centre projects and services in line with operational requirements and in consultation with the Technology Infrastructure Manager and Senior Systems Administrator. It works closely with the Technology Infrastructure Manager to make decisions about infrastructure. It effectively communicates problems and improvements and their impact to customers and the Technology Infrastructure Manager.

Reporting Line

Technology Infrastructure Manager

Direct Reports

Nil

ESSENTIAL REQUIREMENTS

- Tertiary qualifications in ICT, engineering, or a related discipline, or equivalent experience.
- At least four years' experience as a technology specialist, with at least one year administering compute, storage, cloud and related systems.
- Significant experience delivering highly-available Cloud and on-prem Data Centre infrastructure.
- Demonstrated systems administration experience, ideally including certification from a leading vendor.
- A working knowledge of data centre facility principles including power delivery, cooling, physical build, redundancy and resiliency.
- Advanced communication skills, including an ability to translate technical concepts for a lay audience.
- Experience making technical decisions from a whole-of-business perspective.
- Ability to work efficiently under pressure and prioritise work.
- Flexibility and a commitment to continuous improvement.

CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	• Represent your organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Promote a workplace culture that values high ethical standards and behaviour • Act to prevent and report misconduct and inappropriate behaviour • Put strategies in place to manage and monitor conflicts of interest • Ensure that others are aware of and understand the legislation and policy framework within which they operate
Relationships Communicate Effectively	Intermediate	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information
Relationships Commit to Customer Service	Intermediate	• Focus on providing a positive customer experience • Support a customer-focused culture in your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers
Results Think and Solve Problems	Adept	• Consider the future aims and goals of the team, business unit and your organisation when prioritising work • Set, prioritise, consult on and develop team and business unit goals, strategies and plans • Anticipate, assess and respond appropriately to the impact of changes, including changes to government policy and economic conditions, on team or business unit goals • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust plans accordingly
Business Enablers Technology	Adept	• Identify opportunities to collaborate using a range of technologies • Monitor compliance with policies for cyber security and acceptable technology use • Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate • Monitor compliance with your organisation's records, information

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Intermediate	- and knowledge management requirements • Check that outputs from systems and digital tools support objectives and meet expected standards
		• Research and analyse data at a basic level to inform and support the achievement of project deliverables • Contribute to developing project documents and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify when projects differ from their plans and tell your supervisor