

Position Description

Position Title	Systems Administrator				
Reporting Manager Position	Applications Support Lead	Location	Wollongong Office		
Department	BT&I	Employment Type / Approved FTE / Position Level	Permanent / 1 FTE /		
Reporting Positions	N/A				
Key Relationships	Internal: Peoplecare Teams, Chief Information Officer, Project teams, FLS				
	External: Service Providers, Vendors				
Position ID	Note: This will be implemented once TechOne introduced	Review Date		Reviewer	Executive level sign off required

About Peoplecare

Peoplecare Health Insurance is a member-owned not-for-profit health insurer that exists purely to benefit its members. At Peoplecare, we genuinely care about the health and wellbeing of our members and are united by a commitment to providing exceptional customer service, support and value for our members.

Peoplecare is an Illawarra-based company with members throughout Australia. We also manage a number of external health funds and operate an optical and dental clinic. We pride ourselves in delivering outstanding personal service, offering value health cover, and making health insurance easy.

Peoplecare is one of the most sought-after employers of choice in the region. Our exceptional workplace culture prioritises employee engagement, professional growth, and creating a supportive and rewarding environment for our team.

Position Purpose

The Systems Administrator supports the provision of stable business applications to deliver services to our Peoplecarers, prospects, clients and members. This is provided via critical daily systems administration, operational support of incidents and requests and involvement in projects and initiatives.

Key Accountabilities

CORE RESPONSIBILITY

Operates as part of the BT&I Team, collaborating with the Applications Support Lead, project teams, and other BT&I team members to enable Peoplecarers through people, process and technology. Supports our applications portfolio and contributes to improving service delivery using knowledge of our business systems and processes.

COLLABORATION

- Collaborates with the Applications Support team and wider BT&I team to ensure business systems are appropriately administered incidents are managed appropriately.
- Collaborates with external application vendors and clients to manage operational issues, initiatives and projects

MAKE IT EASY

To ensure core systems are kept up to date, you will perform systems administration tasks such as:

- Provide high level support services to Peoplecarers as required to deliver effective rectification to incidents, including providing temporary solutions and workarounds.
- Engage in Root Cause Analysis for proactive problem management for recurring issues
- Perform system configuration changes and change requests
- Undertake systems testing of business applications (new and existing)
- Assess, respond and action requests from vendors and clients
- Document internal procedures in the IT team knowledge base
- Assist with maximising the usage of the functionality of application software within Peoplecare and provide guidance where possible to assist operations team in achieving improved efficiencies
- As a member of the BT&I team, assist Peoplecare to develop a business-oriented culture based on initiative, innovation, cost effectiveness and exceptional customer service.
- Act as a backup for Systems Administration Officer

- Assist with undertaking system access reviews on core systems

BUILD CAPABILITY

- Standard changes - Undertake other system / IT related tasks and projects as may be allocated
- Determine and recommend appropriate project solutions, across people, processes and systems, in collaboration with the project team and within the guidelines of the enterprise architectural strategy.

RISK CULTURE

- Engage in and promote risk management and apply risk management processes consistently and automatically – making it a part of the way we do things at Peoplecare.
- Actively engage in risk training, refresher courses and risk culture surveys to ensure understanding how risk management is a part of Peoplecare's vision, mission, and values at Peoplecare.
- Value risk management and its benefits, performance, and outcomes for Peoplecare.
- Feel comfortable reporting bad news and events knowing that Peoplecare will learn from these; we're committed to continuous improvement and prompt rectification. You can make a difference!
- Comply with Peoplecare Policies, relevant laws, and regulations, including APRA Prudential Standards that may apply.

It is the responsibility of all Peoplecare staff and its agents to be aware of Information Security risks and implement controls as appropriate

Qualifications & Experience

EXPERIENCE

- Understands the systems capabilities and constraints of our systems.
- Understanding of health Insurance industry

QUALIFICATIONS

- Completion or nearing completion of an undergraduate qualification in computing or equivalent industry experience
- Advanced computer literacy (Microsoft suite)

SKILLS

- Analytical and numerical interpretation and conceptual thinking
- Ability to deliver results in a timely manner and in accordance with priorities
- Technical IT Skills
- Well-developed organisational and time management abilities
- Relationship management and networking skills
- Excellent communication skills (verbal & written)
- Skills in quality/process improvements
- Ability to multi-task

Mindset, Behaviours and Skills

- Role model the Peoplecare Way.
- Enthusiastic, trustworthy, approachable, and a team player.
- Work independently and take initiative.
- Manage sensitive information professionally and confidentially.
- Always seek to deepen expertise and knowledge of best practice relevant to position.
- Exceptional relationship, stakeholder, and influence skills.
- Simplify complex information and customise messaging for different audiences.
- Strong verbal/presentation skills and attention to detail.
- Continuous improvement orientation
- Well-developed interpersonal acumen
- Self-driven, persistent, and achievement oriented
- Culturally sensitive
- Must have control over emotions, be polite, courteous, patient
- Have control over vocabulary (no cursing/swearing)
- Mature in approach
- Demonstrate initiative
- Trusting, trustworthy and approachable
- A team player
- Performance and improvement focussed

- Fair and equitable when dealing with staff and members
- Ability to work to deadlines
- Ability to effectively handle pressure