

# Role Charter

| POSITION:      | NETWORK AND COMMUNICATIONS ADMINISTRATOR |
|----------------|------------------------------------------|
| Reports to:    | Coordinator Digital Systems and Services |
| Accountable to | Manager, ICT Operations                  |
| Directorate:   | Customer and Digital Services            |
| Date revised:  | October 2025                             |

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

## Our Guiding Principles are:



### MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



### BE WELCOMING

Care for everyone as people, not tasks or numbers.



### BE OPEN MINDED

Listen to each other and work together to find solutions.



### KEEP YOUR PROMISES

Follow through on your commitments to everyone.



### LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

## Primary Purpose

To implement and maintain reliable, highly available and secure ICT network and communications infrastructure that meets the operational needs of the organisation. The role provides high level user support to ensure Council's ICT users have access to systems and information so that they can continue to provide efficient and effective service.

## Core Accountabilities

1. Research, design, implement and document a complex, secure, and robust ICT data and voice communications network.
2. Proactively monitor, maintain, and support Council's cloud and on-premises network, and unified communication systems to ensure service availability in accordance with agreed service levels.

3. Identify potential improvements to network services by investigating and leveraging modern network design and technology changes as per industry best practice.
4. Support and maintain AV technology across meeting rooms, collaboration spaces, and event venues, including deployment, configuration, and integration of video, voice, and presentation systems.
5. Implement and manage technical systems to mitigate possible security threats to Council's ICT network, systems and data, manage risks associated with virus attack & intrusion detection, and provide identity & access control and physical network & device security.
6. Assist with the research, development, implementation and testing of the disaster recovery plan to mitigate risk against ICT networking environment failure.
7. Implement and proactively monitor Council's building security systems within ICT control and liaise with management, staff and contractors on security system issues and provide advice on security system solutions.

Undertaking any other duties, projects or tasks as directed by the Supervisor which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

### **Essential Criteria**

1. Degree level qualification in Information Technology or an equivalent combination of relevant contemporary industry experience and/or education/training.
2. Current Cisco Certified Network Associate (CCNA) certification or an equivalent combination of relevant contemporary industry experience and/or education/training.
3. Demonstrated experience in supporting, configuring, and maintaining enterprise Audio Visual (AV) systems across meeting rooms, collaboration spaces, and event environments and unified communication platforms.
4. Contemporary industry knowledge and demonstrated experience in all applications of Information, Communication and Technology network infrastructure.
5. Demonstrated effective oral and written communication skills, including the ability to prepare correspondence and reports.
6. Demonstrated technical and diagnostic skills with the ability to adapt, perform effectively and communicate with influence, with a variety of situations, individuals, and groups.
7. Proven ability to work productively as a member of a team and contribute to team goals.
8. Demonstrated experience in project management along with delivering projects within the timeframe and budget.

### **Desirable Criteria**

1. Contemporary industry knowledge and demonstrated experience in the local government environment.

2. Demonstrated experience supporting enterprise server infrastructure and systems.
3. Demonstrated experience supporting Palo Alto Next Generation Firewall.
4. Demonstrated experience supporting Microsoft Azure cloud deployments.

Date:

Agreed:

---

**Employee Name**

---

**Employee signature**