**NSW Department of Communities and Justice**

**Senior Systems Administrator**

**Corporate Services, ICT Enterprise CRM Applications and Platforms**

**Clerk Grade 9/10**

The Department of Communities and Justice (DCJ) is responsible for the delivery of services to some of the most disadvantaged individuals, families and communities; and the administration and development of a just and equitable legal system of courts, tribunals, laws and other mechanisms that further the principles of justice in the state of New South Wales. It also provides services to children and young people, families, people who are homeless, people with a disability, their families and carers, women, and older people.

Enterprise CRM Applications and Platforms provides support across a range of different application technologies to allow DCJ business units to deliver services in the areas such as managing courts, legal matters and administration, victim services, law reform and community partnerships. This support includes Tier 2 and 3 application technical support (bespoke, Commercial off the Shelf systems and Client Relationship Management), cloud platform maintenance and upgrades, vendor engagement and management, and minor enhancement tasks as required.

The Senior Systems Administrator manages the day-to-day support tickets from the internal Service Management tool, ServiceNow. The systems supported include customised multi-tier enterprise applications, cloud based LowCode OutSystems solutions with integration to AWS RDS, AWS Managed File Service, OKTA, MuleSoft, S3 bucket and legacy bespoke applications designed specifically for the targeted business unit. Bespoke applications may have been developed either in Java or .Net and deployed to a middleware platform such as WebSphere or Microsoft IIS.

The role is responsible for ensuring support ticketing is addressed in a timely manner, provides feedback to clients on likely resolution times or seeks confirmation for ticket closure, application monitoring for performance purposes, manages system and/or platform resources to ensure application stability and undertake minor development work for system enhancements or break/fixes.

The Senior Systems Administrator will also contribute to discussions surrounding application issues and/or implementation risks from a technical perspective, offering potential solutions to address such matters. In addition, they will either create or review deployment run sheets and maintain system support documentation.

The role reports to the Team Leader Technical Support, Enterprise CRM and Platforms.

The role is based at the DCJ Parramatta office.