

CORYS ELECTRICAL LIMITED

POSITION DESCRIPTION

Role Title: Systems Administrator

Reports To: Chief Financial Officer

Location: Auckland National Office

PURPOSE OF THE ROLE

This role provides Level 2 technical support and operational capability across Corys' environment, ensuring stable, secure and efficiently services while supporting continuous improvement project delivery.

KEY TASKS

Technical Support & Infrastructure Operations

DELIVERABLES

- Provide Level 2 technical support for applications, software, hardware, network and infrastructure incidents escalated from the Service Desk.
- Operate and maintain on-premises and cloud infrastructure, including servers, virtualisation platforms, storage, identity and collaboration services.
- Conduct routine system checks in accordance with the Operations Management System to ensure systems remain stable and operational.
- Perform approved changes, upgrades, and deployments in line with established designs, standards and change management processes.
- Assist with monitoring the data communications network and liaise with third-party providers as required.
- Maintain proficiency in systems used within Corys environment.

Incident, Service & Major Incident Management

- Ensure all incidents and service requests are logged, classified, monitored and resolved as required.
- Act as a technical escalation point for Level 1 Service Desk.
- Proactively manage outstanding escalated calls, ensuring timely resolution and customer communication.
- Participate in the resolution of high-severity and major incidents, following defined escalation and communication protocols.
- Contribute to incident reviews, root cause analysis and corrective actions.
- Assist with back up for Level 1 Service Desk and after-hours, if required.

Asset & Configuration Management	<ul style="list-style-type: none"> • Identify, control, record, and verify IT assets and configurations within asset register. • Ensure all asset movements, acquisitions, and disposals are tracked for compliance and audit purposes. • Proactively maintain asset data to ensure accuracy, traceability and licensing compliance.
Security, Backup & Operational Resilience	<ul style="list-style-type: none"> • Ensure backup procedures, disaster recovery processes, and security controls are executed as defined. • Assist with routine audits of the environment to identify security, compliance or operational risks. • Securely maintain IT operational and physical environments in line with corporate security standards and policies. • Escalate vendor breaches and risks to senior management.
Customer Service and Stakeholder Engagement	<ul style="list-style-type: none"> • Provide a high standard of customer service, ensuring issues are communicated clearly and resolved professionally. • Provide regular feedback to IT team on incident and request status. • Ensure customer complaints are addressed promptly and escalated where appropriate.
Projects, Training and Continuous Improvement	<ul style="list-style-type: none"> • Support projects by completing assigned technicals tasks, testing, validation, and handover activities. • Maintain up to date training knowledge through required training and ongoing learning. • Share ideas, technical knowledge, and learnings within IT team. • Actively contribute to improvement initiatives to enhance system reliability and service quality.
Health and Safety	<ul style="list-style-type: none"> • Safety starts with me • Actively participate in safety initiatives • Wear your PPE when required • Ensure Health and Safety standards, policies and procedures are fully understood by self • Report accidents, incidents and near misses where required

KEY RELATIONSHIPS

Internal

- CFO and IT team members
- Corys All Staff

External

- Vendors and service providers (as directed)

PERSON SPECIFICATION

BEHAVIOURAL COMPETENCIES	
Innovative	Generates innovative solutions; explores different and novel ways to deal with problems and opportunities.
Building Trust	Interacting with others in a way that gives them confidence in one's intentions and those of the organisation.
Contributes to Team Success	Actively participates as a member of the team towards completion of goals.
Coaching	Providing timely guidance and feedback to help others strengthen specific knowledge/skills areas needed to accomplish a task or solve a problem.
Strategic Partnerships And Relationships	Builds strategic alliances and partnerships within the business to collaboratively execute business strategies.
Customer Focus	Ensuring that the customer perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet customers' and own department's needs
Initiating Action	Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive
Managing Work	Effectively manages multiple demands, managing one's time and resources to ensure that work is completed efficiently and on schedule.
Quality Orientation	Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED

Technical Skills

- Windows Server and Linux system administration.
- MySQL and MSSQL database administration.
- Virtualisation platforms (VMware, Hyper-V).
- Active Directory, Intune, DNS, Certificates, and identity services.
- Microsoft Azure administration.
- Infrastructure monitoring and backup systems.
- Networking fundamentals (Firewall and routing, IP, VLAN, VPN, load balancing concepts).
- Scripting and automation (PowerShell, Bash, or similar).
- Web infrastructure support, PHP, Apache, MySQL

Experience & Capability

- 2-4 years' experience supporting enterprise infrastructure environments.
- Experience administering multiple production servers.

- Strong troubleshooting and incident resolution skills.
- Ability to follow designs, procedures, and change processes accurately.
- Comfortable working within service management frameworks.
- Reliable and detail-focused.
- Strong team player who follows direction and standards.
- Clear communicator with good documentation habits.
- Able to prioritise operational tasks effectively.
- Willing to learn and develop technical skills.
- Calm and effective in operational or incident situations.
- Understanding of security and the importance of end user education, patching and addressing vulnerabilities

OCCUPATIONAL HEALTH & SAFETY

Physical Consideration

Corys Electrical is committed to ensuring that employees' Health and Safety is not compromised either by the work environment or by work process and procedures. The company makes every effort to –

- Provide a safe and healthy work environment; and
- Reduce the risk to employees arising from identified hazards.

The company takes all reasonable steps to ensure that individuals are not appointed to positions which will endanger their health. It also ensures that all significant hazards associated with positions are identified.

As part of its occupational health and safety practices, the company may require a prospective employee to complete a health questionnaire prior to any offer of employment, in order to ensure that potential risks to employees are identified.

POTENTIAL HAZARDS

Activity	Hazard
Computing	<ul style="list-style-type: none"> • Use of computer monitor • Occupational overuse syndrome
Telephone use	<ul style="list-style-type: none"> • Cradling of receiver rather than using a headset.
Handling heavy equipment	<ul style="list-style-type: none"> • Lifting servers, printers and equipment as required.