



WHANGANUI  
founded in  
**1892**



WAIRARAPA  
founded in  
**1896**



MANAWATŪ  
founded in  
**1902**



HOROWHENUA  
founded in  
**1987**

## Systems Administrator

### Kaupapa | Purpose

To assist in the maintenance and support of UCOL's on-premises and cloud infrastructure systems.

To provide reliable, secure, and efficient technical services that support UCOL's teaching, learning, and business operations.

To deliver high-quality Level 2 and 3 operational support and contribute to continuous improvement of Digital systems.

Location: Palmerston North

Reports to: **Infrastructure Services Manager**

Team: **Digital**

### Tō mātou tirohanga roa | Our vision

Whakairohia he toki, tāraia te anamata | Learning with purpose, creating our futures

### Tō Mātou Pūtake | Our purpose

UCOL provides excellent and quality education opportunities that support learners, employers and communities gain the skills, knowledge, and capabilities Aotearoa needs now and for the future. Learners and their whānau are at the centre of all we do.

### Tā mātou whakahaerenga | Our Organisation

UCOL's roots began in 1892 in Whanganui, joined by Wairarapa in 1896, Palmerston North in 1902 and Horowhenua in 2017. Adapting to the growing needs of a young nation, UCOL's innovation and agility has a compelling track record.

UCOL in its many forms has been part of the community for more than a century. We are a proud example of a successful Institute of Technology and Polytechnic. We have a rich heritage and much to contribute to the future of vocational learning. UCOL is a valued and essential partner and is known for leading vocational education and training opportunities



---

## Ngā mahi | Do

### Planning and Development

- Playing a supporting role in the planning and delivery of upgrades, enhancements and new deployments within UCOL's Digital infrastructure systems.
- Participate in the evaluation of new technologies that improve system performance, reliability, or security.
- Follow and contribute to the improvement of infrastructure policies, standards, and procedures.

### Operational

- Administer, maintain and support hybrid infrastructure systems including Microsoft 365, Azure, Entra ID, Windows Server, VMware, Hyper-V and Microsoft Endpoint Manager (Intune/SCCM).
- Support storage, backup, replication and disaster recovery operations.
- Monitor and respond to security events and alerts using Microsoft Defender for Endpoint and related tools.
- Maintain and optimize endpoint protection, compliance and security baselines through Intune.
- Support Intune application packaging and deployment across managed endpoints.
- Provide Level 2/3 support for incidents and service requests.
- Maintain accurate system documentation, configuration records and procedures.

### Team collaboration and Customer Service

- Collaborate closely with other members of the Digital team to resolve issues and deliver projects.
- Provide excellent customer service to staff, students and stakeholders.
- Promote a positive, inclusive team culture aligned with UCOL's values.

---

## Pūkenga | Have

- NZQA Level 6 Diploma in Systems Administration or IT Infrastructure (with strands in Networking or Systems Administration) is widely recognized for entry-level to intermediate roles, **or equivalent experience.**
- 2-4 years' experience supporting infrastructure systems in a medium-to-large environment.
- Proven experience with Microsoft 365, Azure, Entra ID, Microsoft OS, VMware, Hyper-V and Intune.
- Experience with Microsoft Defender.
- Ability to communicate technical information clearly and concisely.
- High level of written/oral communication and interpersonal skills.
- Good organisational skills and the ability to work autonomously.

### Desirable

- Relevant industry certifications (Microsoft 365, Azure Administrator Associate, VCP, ITIL Foundation)
- Experience working in a complex education environment involving multiple campuses and networks.
- Scripting knowledge (PowerShell or similar).



---

## Personal Characteristics/Attributes

- Reliable, detail-oriented, and proactive.
- Demonstrates initiative and a “can-do” attitude.
- Works well under pressure and meets deadlines.
- High standards of integrity and confidentiality.
- Willingness to learn and develop new skills.
- Flexible and willing to work outside normal hours when required.

## Other Requirements

- Full, current drivers license
- Satisfactory Criminal Convictions Check
- Compliance with UCOL’s Drug and Alcohol Policy
- Must sign a confidentiality agreement

## Standard clauses

### Health and Safety Clause (all Kaimahi)

Be accountable for ensuring the health and safety of your team in accordance with the Health and Safety at Work Act 2015, UCOL’s policies and relevant regulations. You must lead by example in promoting a safe working environment, ensuring that all health and safety procedures are followed, and that hazards are identified and addressed promptly. This includes conducting regular risk assessments, ensuring your team receives necessary health and safety training, and that equipment and PPE are used correctly. You are also responsible for promptly reporting and investigating any incidents, accidents, or near misses, and implementing corrective actions as needed. Encouraging active participation and communication regarding health and safety issues within your team is essential.

---

**At UCOL, all roles hold collective responsibility for delivery of our UCOL competencies. As it applies to this position you are required to give effect to:**

**Te Tiriti o Waitangi.** Through our developing understanding of our obligations and our connection with Te Tiriti as both individuals and as an organisation.

**Ākonga at the Centre.** Through prioritizing the experience, wellbeing, and success of our ākonga in our decision-making process.

**Equity.** Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacifica and disabled ākonga and their whanau.

**Vocational Education and Training Excellence.** Through quality provision for all ākonga, meeting the regional needs of employers and communities.



---

Waiaro | Be

## Ngā Uara | Our Values

### Whanaungatanga | Relationships

Connecting with people and establishing meaningful relationships built on trust and integrity is vital. Great relationships result in collaboration, partnerships and unity. At UCOL, we embrace diversity and inclusivity for all people.

### Kia eke panuku, eke Tangaroa | Excellence

Everywhere we look at UCOL we seek innovation and quality that defines us as a high performing institute. We strive for excellence in our programmes, our teaching methods, our resources and systems and processes. We want to see people excelling at what they do and are proud of what we achieve.

### Te huringa tangata | Transformation

Transformation requires inspiration, and bold, courageous behaviour. We take pride in being a part of the transformation that occurs in our students as they become successful graduates and alumni. UCOL is always looking at fresh ideas.

### Kia kakamā | Agility

Agility is about us working in many different ways, being adaptable and agile in the way we work with others. Through engagement, empowerment and innovation we develop deeper understanding and discover new ways of achieving our goals.

---

## Ngā Hononga Mahi | Working relationships

### Functional Relationships

#### Internal:

Digital Services Team, Facilities Management Team, People and Culture Team and other internal stakeholders.

#### External:

External suppliers, vendors and outsourced resource providers, as necessary.

#### Resource delegations and responsibilities:

None

