

Position Title:	IT Systems and Network Administrator
Department / Function:	IT
Reports to:	Manager IT

About St John Ambulance South Australia

St John SA's vision is to create a safe, supported, engaged and resilient South Australian community

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centred, and evidence-based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

Position Summary and Requirements

The IT Systems and Network Administrator is responsible for the day-to-day management of the St John on premise and cloud-based systems and network infrastructure. This includes support maintenance and enhancement activities.

The role will provide technical expertise to ensure system reliability and protect infrastructure. The IT Systems and Network Administrator will contribute to the success of IT projects by leading technical deployment and enhancement project tasks.

As a member of a small team the role is expected to perform other general duties as required of the function including helpdesk support, reporting, and other tasks to support team goals.

Duties include but are not limited to:

- Keep our critical IT infrastructure running smoothly, ensuring colleagues across St John can deliver vital services without disruption.
- Manage and support cloud platforms, servers, networks, storage, backups, and security systems across the organisation.
- Monitor, maintain, and continuously improve the reliability, performance, and security of our technology environment.
- Strengthen cyber security by implementing best-practice controls, responding to emerging risks, and maintaining compliance with internal and external standards.
- Support business continuity and disaster recovery planning, helping ensure St John remains operational during technology-related incidents.
- Provide expert technical advice and guidance to stakeholders, helping them make informed technology decisions.
- Troubleshoot and resolve complex technical issues, including escalated helpdesk requests, while coordinating with external technology partners when required.
- Lead and support the deployment of new systems, applications, and technology upgrades that enhance business operations.
- Contribute technical expertise to IT projects, including solution design, planning, and documentation.
- Identify opportunities to improve systems, streamline processes, increase efficiency, and deliver value across the organisation.

- Collaborate with the wider IT team to deliver exceptional service and foster a positive, solutions-focused culture.
- Deliver responsive, customer-focused support that empowers staff to work effectively and productively every day.

Experience

- Experience supporting Microsoft Windows, virtualised servers and enterprise infrastructure.
- Knowledge of Microsoft Azure, Microsoft 365 and Intune.
- Experience with Cisco Meraki networking and IP telephony systems.
- Strong troubleshooting skills within networked environments.
- The ability to explain technical concepts to non-technical audiences.
- Experience contributing to IT projects and continuous improvement initiatives.
- A collaborative, accountable and customer-focused approach.

Qualifications

- A relevant qualification in Information Technology, Computer Science or similar, or equivalent industry experience.
- First Aid Qualification (minimum of Provide First Aid) (or willingness to obtain)

Essential Requirements

- Current South Australian Driver's License
- At times of peak work demand, may be asked to participate in some after-hours work (or flexible working hours including requirement to work on weekends and after hours)
- Interstate/intrastate travel may be required
- It is a requirement that this position undertake and hold a National Police Certificate and a current Working with Children Check both of which are acceptable to St John SA prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.

How to Apply

Submit your application [HERE](#) with your CV and cover letter expressing why you are suited to the position. Due to the large number of applications, please refrain from making phone enquiries regarding this opportunity. St John SA does not accept calls from recruitment agencies. St John SA care about keeping children and young people safe.

St John SA values diversity in the workplace and is an equal opportunity employer. Employment is dependent upon a Criminal History check that St John finds satisfactory, a valid and current Working with Children Check and the evidence of the right to work in Australia.