



POSITION DESCRIPTION

Position number	1015
Position title	IT Admin – Endpoint and Identity Management
Division/team	Corporate Services / Information Technology
APS level	APS 5
Location	Sydney
Reports to	IT Operations Manager
Employment status/type	Full time Ongoing
Full-time equivalent (FTE)	1.00

About The Australian Human Rights Commission

The [Australian Human Rights Commission](#) ('the Commission') is Australia's national human rights institution. We work towards an Australian society in which human rights are respected, protected and promoted – where every person is free and equal in dignity and rights.

We work to promote and protect the human rights of everyone in Australia:

- Through advising all arms of government and a range of public and private institutions.
- Contributing to stronger law, policy and practice; delivering an accessible and effective investigation and conciliation service.
- Engaging inclusively with civil society, communities and the private sector.
- Raising human rights awareness and providing human rights education.
- Working with partners to build a stronger culture of respect for human rights.

About ICT

The ICT team plays a vital role in delivering secure, reliable, and innovative technology services that support the operations of the Australian Human Rights Commission. They manage the Commission's ICT infrastructure, encompassing both cloud-based and on-premises systems, to ensure uninterrupted access to critical applications, network services, and data management platforms. Their core responsibilities include maintaining robust cybersecurity, overseeing system performance, providing technical support, and spearheading the Commission's digital transformation, with a focus on full cloud adoption in the future. The team collaborates closely with other divisions to ensure that technology solutions are aligned with business objectives, while enhancing efficiency and user engagement through modern tools like Microsoft Power Suite.

Purpose of the position

The IT Admin – Endpoint and Identity Management plays a key role in managing the Commission's endpoint devices and identity systems to ensure secure, efficient, and user-friendly technology





experiences. The role is responsible for overseeing Microsoft Intune to manage device deployment, configuration, and compliance, and for ensuring smooth onboarding and offboarding of staff accounts. This includes maintaining identity integrity across systems and implementing best-practice security protocols. The position also provides responsive, high-quality end-user support across the organisation, helping staff resolve everyday IT issues with professionalism and care. Working closely with other IT team members, the IT Admin supports continuous improvement, contributing technical expertise to strengthen the Commission's digital operations and service delivery.

Key responsibilities

Microsoft 365 and Intune Administration

- Administer and manage the Microsoft 365 cloud environment, including user accounts, groups, licensing, and security configurations.
- Oversee Intune administration, including device management, compliance policies, and application deployment.
- Support SharePoint environments, including permissions and troubleshooting.

IT Support

- Resolve support tickets related to systems, including troubleshooting laptop and office IT equipment issues.
- Perform routine IT tasks, such as password resets and resolving user access issues.

System Maintenance and Security

- Monitor system performance and ensure adherence to security policies.
- Apply updates, patches, and configurations to maintain compliance with organizational standards and policies.

Documentation and Process Improvement

- Maintain accurate system documentation and create user guides for common tasks.
- Identify opportunities for process improvements in system administration and IT support.

Endpoint Management

- Administer Microsoft Intune to manage endpoint deployment, configuration, updates, and compliance across the organisation.
- Maintain the standard operating environment (SOE) and ensure consistent device management practices.
- Coordinate the preparation, delivery, and tracking of IT assets to remote staff, including return logistics for offboarded staff.

Identity and Access Management

- Manage onboarding and secure termination of user accounts across Entra ID, other key systems.
- Ensure timely deactivation of access and return of IT assets for departing staff, maintaining accurate audit trails and records.





Technical Support

- Provide timely, user-focused support to staff across a range of hardware, software, and access issues.
- Log, track, and resolve service requests, escalating where necessary and ensuring high levels of customer satisfaction.

Collaboration and Continuous Improvement

- Work closely with other IT team members to support system enhancements and streamline IT operations.
- Contribute to documentation of procedures and knowledge articles to support consistency and shared understanding.

Security and Compliance

- Ensure device and account management practices are aligned with information security policies and APS standards.
- Participate in audits, system reviews, and risk mitigation activities related to endpoint and identity services.

Key relationships

Internal	External
IT Operations Manager	External IT vendors and service providers
Chief Information Officer	
Internal team members	

Key capabilities and role requirements

Australian Public Services (APS) Capability Profile

[APS5 Capability Profile](#)

Professional knowledge and skills

- Demonstrated experience supporting and administering Microsoft 365 and Azure environments, including Entra ID, Teams, Exchange Online, and SharePoint Online.
- Hands-on experience managing Windows and iOS devices using Microsoft Intune, including device provisioning and software deployment.
- Proven experience providing service desk or help desk support to end users

Supports Strategic Direction

- Understands the link between operational IT tasks and broader organisational goals.
- Maintains awareness of the Commission's priorities and considers how changes may affect work outcomes.
- Uses sound judgement to resolve technical issues and identify improvements to systems and processes.





Achieves Results

- Manages own workload effectively, sees tasks through to completion, and adapts to shifting priorities.
- Applies technical knowledge to deliver reliable endpoint and identity services.
- Seeks feedback and continuously improves service delivery and documentation.

Supports Productive Working Relationships

- Builds strong relationships with team members, stakeholders, and clients across the Commission.
- Listens actively and shares relevant information to support collaboration.
- Respects and values diversity, working inclusively with colleagues and end users.

Displays Personal Drive and Integrity

- Demonstrates professionalism, adheres to APS Values and Code of Conduct, and takes responsibility for work.
- Acknowledges mistakes, learns from feedback, and seeks guidance when needed.
- Maintains a positive attitude under pressure and shows commitment to self-improvement.

Communicates with Influence

- Communicates technical concepts clearly to non-technical audiences.
- Tailors responses based on the needs and concerns of the user.
- Engages in thoughtful discussions, negotiates outcomes confidently, and contributes to informed decision-making.

Other requirements

Completion of the Commission's mandatory training modules and attendance at workshops

Compliance with the Commission's policies and procedures

Adherence to the [APS Values, APS Code of Conduct and Employment Principles](#)

Adherence to Work Health and Safety employee obligations and duties

Compliance with positive duty requirements through [Respect@Work](#)

Demonstrate the ability to fulfill the requirements of the role in an impartial and respectful manner as required by the APS Code of Conduct

Uphold the integrity and independence of the Australian Human Rights Commission

Working at the Commission

How you can contribute to our purpose

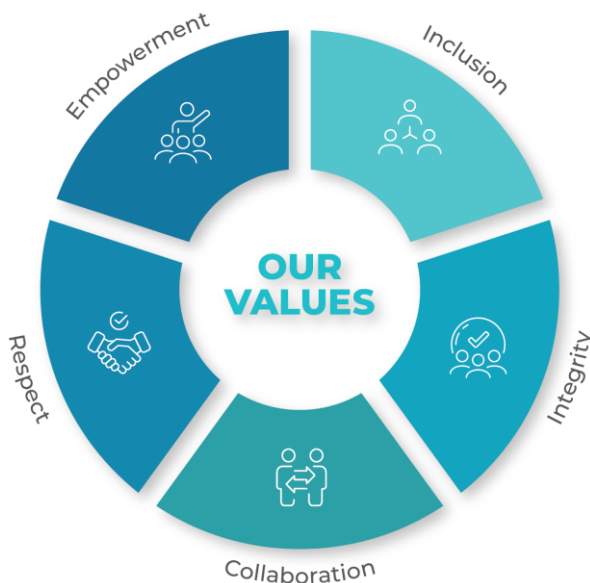
Every team member at the Commission contributes to our goal of an Australian society in which human rights are respected, protected and promoted – where every person is free and equal in dignity and rights.

We are passionate about what we do, and that passion energises our workplace culture, staff wellbeing and engagement. We are committed to a diverse and inclusive workforce that reflects the Australian community ultimately leading to improved service delivery and an inclusive community for us all. To find out more visit [Life at the Commission](#).





Our values



We seek people who support and model the values and behaviours we promote in our workplace.

Our Employee Value Proposition

As a valued employee of the Commission benefits include: a modern work environment with a 4-star green building rating; learning and development; flexible work options; and wellbeing support. To find out more visit [Working at the Commission](#).

As an employee of the APS you will also benefit from a role that provides: purpose and meaning; opportunities to learn and grow; community and belonging; flexibility and balance; conditions and lifestyle. For more information visit [APS EVP Statement](#).

How to apply

Go to <https://humanrights.gov.au/about/jobs>. For further information visit our website for [application guidelines and eligibility](#).

RecruitAbility applies to this position. Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the position if you choose to apply under the scheme; declare you have a disability; and meet the minimum requirements for the job.

For more information visit: <https://www.apsc.gov.au/recruitability>

Acknowledgement

I have reviewed this position description and accept the requirements and responsibilities of my role. I also commit to performing my role in accordance with the Commission's values, APS values and employment principles. I understand my role may change as agreed between me and my supervisor on a temporary or regular basis according to the needs of my Team and/or Division. If I have any questions regarding my role or responsibilities assigned to me, I will discuss them with my immediate supervisor in the first instance.





I also understand my performance will be assessed in accordance with my position description and duties assigned to me within my annual performance agreement.

Employee Name	Signature	Date

