




 Summerland
Bank

**Want to work
at Summerland?
Join our team!**

 Summerland
Bank

Certified

Corporation

Want to work at Summerland? Great choice!

As a customer owned organisation, we're not like a major bank, as our profits don't go to external shareholders. We're defined by our mutuality, which means we're owned by our customers, run by our customers, and everything we do is for the ultimate benefit of our customers.

Our Purpose

why we are here

**Better banking,
stronger
communities**

Our Vision

what we want to achieve

**To be Australia's
most successful
customer-owned
bank**

Our Values



Default to
positivity



Be brave



People
matter most



Make
others proud



Keep it
simple

A local, sustainable kind of banking - one with your best interests at heart

Summerland has a long history of integrating sustainability practices into our business. We exist for the benefit of our customers and the communities we serve. Our Environmental, Social and Governance principles ensure we maintain a focus on good practices, while supporting our customers and communities. benefit of our customers.



Giving back to our community

We strive to support a wide range of community groups with:

- Community sponsorships
- Community accounts
- Reduced rate for Eco Loans
- Staff paid Volunteer Day

People matter most

Our people are considered our greatest asset and key differentiator. It's good business to enable our people to thrive with great training and coaching support.

Respectful relationships provide a strong foundation for our workplace culture; expressing the way we do business with our customers. It's one of the reasons we have been awarded Kincentric Employer of the Year, for three consecutive years.



KINCENTRIC
Best Employers

AUSTRALIA 2022

What Summerland offers you

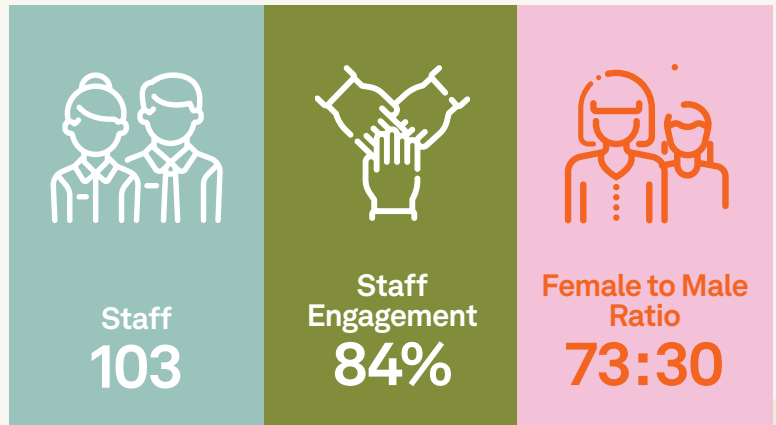
- Above award wages
- Training and career development
- Flexible working conditions
- Concessional interest rates
- Staff fee exemptions
- Modern working environment
- A uniform allowance
- Professional success with a community focus
- Employee Assistance Program: wellbeing for staff and their families
- Lots of fun, we have great staff social events
- Opportunity for career breaks to do the things you love
- An opportunity to remain in a vibrant community without having to relocate
- An awesome place to work!

Learning and Development

At Summerland, you will not just be doing a job, you can also build a career.

We are committed to providing learning and development opportunities for you to thrive:

- Induction and orientation (comprehensive 6 month program)
- Traineeships in various certificates eg: Financial Services, Business, Accounting
- On-going products and systems training
- Easy to understand compliance requirements via our online learning platform
- Leadership, management, mentoring and coaching skills
- People and Culture portal to manage all your career needs



Local branches across the beautiful Northern Rivers

Employing over 100 staff with branches stretching from Grafton to The Pines at Elanora and Head Office in Lismore, Summerland is one of the largest locally owned and operated businesses in the region offering a wide variety of careers across customer services and business support, including:

- Contact Centre Services
- Banking Advisors
- Banking Specialists
- Lending Specialists
- Loans Support
- Credit
- Payments Processing
- Systems Analysts
- Business Analysts
- Finance
- Information Technology
- Legal/Compliance
- Marketing
- Executive Assistants



System & Network Administrator

Purpose

Welcome to Summerland Bank, where banking meets community values.

We are a customer-owned bank and a certified B Corporation, dedicated to serving the residents of a vibrant regional area in Australia. At Summerland Bank, we prioritise the well-being of our customers and our environment, ensuring that every financial decision we make aligns with our commitment to social and environmental responsibility. As we continue to grow, we are seeking passionate individuals who share our vision and want to contribute to the positive impact we make in our community. Our multi-award-winning transformational culture is how we sustainably succeed in serving regional communities for over 60 years.

Join us and become part of a team that values integrity, sustainability, and the power of banking for good to deliver on our purpose: Better Banking, Stronger Communities.

Overview

The Systems & Network Administrator is responsible for managing all aspects of our IT infrastructure and associated systems. In this role, you will implement, maintain, and monitor a primarily Windows server and desktop environment.

This position requires a strong focus on cybersecurity and associated information security frameworks. Out-of-hours work is sometimes required for the implementation of system changes outside operating hours of responding to technology incidents.

It is diverse role that demands a strong and in-depth knowledge of various IT systems, including networking, hardware, software, email and internet, cloud computing, and a thorough understanding of banking needs and processes.

The role reports to the IT Manager as part of the Transformation Division.

The Systems & Network Administrator is an energetic individual who uses their skills and experience to continuously improve IT systems and services at Summerland. You possess a can-do attitude combined with well-rounded IT experience, preferably in mid-size organisations where the ability to multi-task and "get your hands dirty" is essential.

You are committed to personal growth and development, both at work and in your personal life, for yourself and your team. You stay up to date with emerging technologies and drive innovation to improve Summerland.

You have excellent communication skills and enjoy supporting others to achieve their goals. You are patient and capable of explaining complex instructions to non-technical people. You are keen to pass on your knowledge to Summerland staff to help uplift their skills.

As someone responsible for maintaining our systems, you have a strong knowledge of security standard frameworks and strive to meet them. You understand your compliance responsibilities and faithfully observe them. You believe in building the sustainability of Summerland through your commitment to secure systems and well-trained staff. You value teamwork and understand that only as a team can we succeed.

Our Ideal Match

- Conduct that aligns with our vision, mission, and values
- Experience in implementing, maintaining, and supporting a Microsoft Server 19/22 environment, inclusive of Active Directory
- Familiarity of Linux systems (Ubuntu, Debian)
- Familiarity with VMware systems including vSphere
- Strong knowledge of Windows 11
- Sound knowledge of IP networks, DNS, DHCP
- Familiarity with Microsoft Remote Desktop Services
- Experience with IT Security Infrastructure such as Next Gen Firewalls, VPNs, MFA, and encryption
- Familiarity with vulnerability management, penetration testing, and SIEM monitoring
- Experience with the Office365 stack, specifically Exchange, SharePoint, Teams, and Azure Entra ID
- Cloud knowledge would be a bonus (AWS, Azure)
- Previous experience at an equivalent/comparable organisation, for a minimum of 5 years
- Tertiary qualifications/equivalent experience in Information Technology
- Industry certifications in a technical field
- Knowledge and understanding of policies, procedures, business practices, relevant legislation, banking prudential standards and codes
- Ability to self-manage and prioritise to meet performance expectations and deadlines
- A desire to work within a demanding and dynamic culture of high performance
- A current motor vehicle licence and the ability to travel to a variety of locations

Key Responsibilities

Responsibility	How you make a difference
Maintenance of Systems & Network & Implement IT Projects	<ul style="list-style-type: none"> • Conduct regular monitoring and maintenance programs for IT equipment and systems to reduce downtime and minimise cyber security threats • Maintain system administration documentation and procedures. • Apply best practice project guidelines for managing and implementing projects • Ensure timely action and reporting on any known IT issues or threats
Provide Professional Support	<ul style="list-style-type: none"> • Provide professional IT support • Respond to enquiries promptly and efficiently ensuring that needs are determined and met, with a focus on simplicity in explanation of technical terms to non-IT staff/stakeholders
Quality	<ul style="list-style-type: none"> • Focus on data and network security, including maintenance programs and security awareness with all staff. Timely application of all security updates and addressing of vulnerabilities.

	<ul style="list-style-type: none"> • Produce work that is of a consistently high quality, including the implementation of projects with minimal disruption or delays. Regulatory and compliance matters attended to avoiding breaches • Monitor security and vulnerability tools to help identify threats • Manage IT network, system, and infrastructure to ensure stability for efficient operations and security of corporate, customer and staff data
Innovation, Systems & Analytics	<ul style="list-style-type: none"> • Identify areas of innovation within Summerland and IT department that may provide improvements in efficiencies and service levels both internally and to members • Stay up to date with emerging technologies

