

Exchange System Administrators

Description

The Department of Industry, Science and Resources and our broader portfolio are integral to the Australian Government's economic agenda. Our purpose is to help the government build a better future for all Australians through enabling a productive, resilient and sustainable economy, enriched by science and technology. We do this by:

- growing innovative and competitive businesses, industries and regions
- investing in science and technology
- strengthening the resources sector.

The Chief Information Officer Division (CIO Division) is an exciting, diverse, and dynamic division that drives the digital agenda for the department. Leading the delivery of the department's digital offerings and transformation, the CIO Division partners with business areas and stakeholders to:

- Realise the digital policy objectives of the department,
- Define the department's digital landscape,
- Co-design digital experiences making it simpler to innovate, collaborate and communicate, and
- Drive the innovation and transformation of ICT services.

The ICT Operations Branch is one of three branches within CIOD and is responsible for the management and deployment of all ICT services to support the running of the organisation.

As part of the ICT Operations Branch, the End User Services section provides critical management, maintenance and innovation of the department's end-user digital technologies, including the standard operating environment (SOE), corporate device management, desktop application packaging (including the Microsoft 365 Apps), collaboration and communication tools (Exchange, Exchange Online, Microsoft Teams, and remote access services).

Responsibilities

The successful candidate will be responsible for the ongoing management and enhancement of the department's key communication platforms, its hybrid Exchange environment, and related solutions. This includes some ongoing migration work of Exchange mail data.

Key work of the role includes:

- Maintenance of the existing Exchange Server infrastructure and Enterprise Vault archiving solution
- Migration of mail data, including groups, to Exchange Online
- Development of migration approaches and rationalisation of Enterprise Vault archive data
- Investigation and resolution of complex technical problems across the technical stack
- Creation/update of various documentation including as-built documentation, design documentation, detailed migration plans, DR documentation and decommissioning plans as required
- Technical representation at project meetings
- Facilitating technical workshops (if required)
- Cross-skilling with team members and assistance to support staff in related teams (e.g. service desk)

Experience

Hiring organization

DISR

Employment Type

Contractor

Beginning of employment

Wednesday, 01 July 2026

Duration of employment

12 months with 2 extensions of 12 months each.

Working Hours

40 hours per week

The department supports working from home arrangements on a case-by-case basis subject to the business needs of the supervising manager and business unit. As this is a Canberra-based role, remote working will not generally be suitable for this opportunity.

Valid through

24.04.2026

The buyer has specified that each candidate must provide a one page pitch to address all criteria specified. This is equal to 5000 characters.

Essential criteria

1. Expert knowledge of Exchange Server, Exchange Online, and configuration of hybrid Exchange deployments, including implementation, upgrades and day to day management activities in a complex multi-forest environment.
2. Proven experience in migrations including to Exchange Online, cross forest and from legacy Exchange versions.
3. High-level Exchange troubleshooting skills, including for mail flow, mail gateway technologies and on-premise/cloud-based resource connectivity.
4. High-level knowledge of Windows Server fundamentals (e.g. Active Directory, DNS, DFS etc), and Group Policy configuration (including Advanced Group Policy Management).
5. Experience with Australian Government IT Cyber Security processes including ISM, Essential 8 and ACSC hardening guides.
6. Strong experience in writing technical documentation including design documentation and standard operating procedures.

Desirable criteria

1. Experience with Arctera Enterprise Vault, Microsoft Purview Information Protection (MPIP), Microsoft Intune mobile device management and Intune policy.
2. Experience with broader Microsoft 365 services would also be beneficial.