

Position Title	Systems Engineer
Department	People and Performance
Unit	Information Communication and Technology
Team	ICT Technical Operations
Supervises	Nil
Reports To	Team Leader Infrastructure Support
Grade Range	I
Date Prepared	1/04/2023
Date Last Updated	21/06/2023

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position




The primary purpose of the position is to design, implement, and maintain complex IT systems, including servers, network infrastructure, storage solutions and the cloud. This position ensures the reliability, security, and performance of all IT systems and infrastructure focussing on customer satisfaction.

Accountabilities

- Monitoring, analysis and management of the infrastructure and/or services
- Ensuring system availability to defined SLA's for end-users, along with providing root cause analysis, resolution and support and mitigation to minimise the impact of incidents.
- Develop and implement disaster recovery and business continuity plans.
- Conduct regular system audits and provide recommendations for improving system performance and security.
- Collaborate with other teams to integrate new technologies and ensure compatibility with existing systems.
- Manage and maintain software applications, ensuring they are up-to-date and functioning properly.
- Act as an escalation point to provide 3rd level support on systems & networks
- Document system configurations, processes, and procedures for the IT infrastructure environment and its operations.
- Design & Architectural undertakings to improve existing products and enable the development and release of new offerings.
- Lead Special Projects as required focused on a smooth transition from development to production by performing operations activities within the project life-cycle.
- Staying up-to-date with industry developments and advancements in technology, including new software and hardware
- Additional duties as required within the limits of the employee's skill, competence and training.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Senior Technical/ Professional Specialist		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Adept
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Advanced
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Relationships		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Personal Character		
Display Resilience	Adept	<ul style="list-style-type: none"> • Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and • Gives direct and honest feedback/ advice • Listens when challenged and seeks to • Raises and works through challenging issues and seeks alternatives
Results		
Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Ensures business plans and priorities are in line with organisational objectives • Uses historical context to inform business plans and mitigate risks • Anticipates and assesses shifts in the • Ensures that program risks are managed and strategies are in place to respond to variance • Implements systems for monitoring and evaluating effective program and project

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Tertiary qualifications in Information Technology or Computer Science.
- Microsoft Certified or equivalent technical ability and experience.
- Drivers Licence.

Essential Experience

- Extensive knowledge and experience designing, implementing, and maintaining complex IT systems, including LAN, WAN, VPN, Exchange, firewalls.
- Extensive knowledge and experience with the Microsoft ecosystem and its associated technologies, i.e MS Active Directory, MS Network services, M365
- Extensive knowledge and experience with virtualization technologies such as VMWare, Hyper-V.
- Experience in configuring and administering Citrix environment
- Proficiency in scripting languages such as PowerShell.
- Knowledge and experience with cloud computing technologies such as AWS or Azure.
- Experience in customer-facing ICT operations, including service desk, and executing effective plans to enhance the overall customer experience.
- Extensive written and verbal communications skills, with the ability to communicate technological solutions related concepts to technical and non-technical audiences at various levels.
- Extensive analytical and problem-solving skills with the ability to manage multiple concurrent customer requests under strict timelines
- Well developed collaboration and negotiation skills with the capability to build and maintain relationships with stakeholders through outstanding customer service

Desirable Qualifications and or Experience

- ITIL certification
- Project management certification or equivalent experience
- Previous Public Sector experience

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>