

Position Description

Title of Position	Network Engineer Level 3
Cost Centre	Support Centre
Location	Darwin

Position Overview	<p>The primary focus of this role is the installation, relocation, maintenance and expansion/upgrade of IT network infrastructure systems for our valued client base, and the provision of remedial maintenance support on LAN and WAN Networks.</p> <p>The role provides ongoing support for clients remotely and at the client premises and performs various service delivery tasks including Incident/Problem and Change Management.</p> <p>You will be working closely with all aspects of the business which will allow you to utilise your extensive expertise across a host of networking products.</p>
Duties and Responsibilities	<ul style="list-style-type: none"> • Producing architectural designs for network solutions • Proactively identifying and scoping technology upgrades within the client base. • Providing client support for IT installations. • Providing networking support for internal network, including the client hosting environment • Physically attending client sites and installing network hardware • Responding to Incidents and assigned Problems to meet SLA requirements • Ensuring equipment configuration, error logs and code levels are within set specifications. • Escalating tasks in accordance with procedures. • Providing assistance to peers. • Liaising with software and hardware vendors in the troubleshooting and resolution of issues affecting the IT infrastructure being supported, as required • Developing and maintaining system documentation for the supported architectures • Providing consulting services to clients in the context of the supported architectures • Maintaining and appropriately accounting for working hours against tasks • Communicating with customers to ensure that they understand the status and current action. • Providing technical pre-sales support in the sales/business development process by engaging directly with customers, participating in client facing presentations, as well as producing internal and customer-facing proposals and documentation. • Other related duties as required
Performance Measures	<ul style="list-style-type: none"> • Measures agreed and set during annual performance appraisal
Core Competencies	<p>Qualifications</p> <ul style="list-style-type: none"> • Industry qualifications in one or more of Cisco's Certifications including CCNA, CCNP, CCIE. • ITIL Foundation Certification or similar industry qualification/experience. • Specialisations such as Cisco Wireless Specialisation, VOIP Specialisation or

	<p>suitable industry experience is also desirable.</p> <p>Experience</p> <ul style="list-style-type: none"> • 5 plus years experience in network environment support • Wide experience in client management. • Prior experience in designing, implementing and troubleshooting leading edge technology solutions • Experience in supporting and troubleshooting WAN and LAN Networks. • Experience with routing protocols including but not limited to RIP, OSPF, VRRP, BGP • Understanding of SNMP, DNS, NAT, DHCP • Experience with Firewalls • Broad Networking skills • Able to demonstrate a thorough understanding of switches and routers. • Able to demonstrate understanding of redundant networking • Diagnostic-level ability with VRRP and BGP routing protocols, load-balancing and authenticated proxy would be desirable <p>Personal Attributes</p> <ul style="list-style-type: none"> • Must be able to work as part of a team • The ability to work under pressure • Have a friendly and client focussed attitude • Ability to problem solve and think laterally • To apply good time management discipline • Strong willingness to learn • Good written communication skills • Good interpersonal skills • Ability to pass on knowledge.
Key Working Relationships	<p>Internal</p> <ul style="list-style-type: none"> • Operations Manager • Service Delivery Director • Technology, Director • Systems Engineers all levels • Management, Sales and Administrative Support teams. <p>External</p> <ul style="list-style-type: none"> • Client/Customers • Users

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