

Position title	Software Engineer, ITSM Automation	Reference	ANZSCO 261313
Award & Classification	Award: SCHADS Level: 6.1	Reporting to	ICT Manager
Location	Winnellie	Cost Centre	0080
Section	Corporate Services	Program	ICT
Approved	Executive Manager Corporate Services	Date	9 July 2018

Agency Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

Purpose of the Position

You will provide software engineering support to automate Anglicare NT's Information Technology Service Management (ITSM) processes.

Working in conjunction with other members of the ICT department, you will aid in continuous improvement of ITSM processes, core infrastructure, and the organisation's business software ecosystem.

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position specific requirements

1. Tertiary degree, or equivalent industry experience, in Software Engineering or Information Systems.
2. Experience designing, developing, testing, deploying, and supporting ITSM automation solutions, preferably using Microsoft System Center Orchestrator (SCORCH), Microsoft System Center Configuration Manager (SCCM), Microsoft Dynamics 365 (Unified Service Desk) and/or Provance.
3. Experience with Mobile Device Management, preferably using SCCM and/or Microsoft Intune.
4. A strong background in technical systems administration (Microsoft AD and Citrix Xenapp) and network administration (IPv4 and IPv6 LAN/WLAN/WAN).
5. Exposure to DevOps principles and practices.
6. Exposure to Microsoft Azure, Office 365, Dynamics 365, SharePoint, SQL Server and Power BI.
7. Exposure to industry standards, methodologies and frameworks - ITIL, COBIT, ISO/IEC 27000 series, TOGAF, PRINCE2, Lean Six Sigma.
8. Highly-developed drive to research and self-train on new technologies.

9. Highly-developed communications skills, with sufficient dexterity to maintain technical/CMDB documentation, and to provide simple non-technical training to end users.
10. Possessing a positive attitude, a friendly disposition, and a strong commitment to customer service, that can thrive in an organisation where collaboration, strengths-based approaches, and client-outcomes-focus are highly valued.

General Requirements

1. Demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities and staff.
2. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Northern Territory Driver's Licence.
6. First Aid Certificate (or willingness to obtain if required).

Key Accountabilities and Responsibilities

1. Implement and support software for ITSM automation

You will be accountable for designing, developing, testing, deploying, and supporting software systems that automate Anglicare NT's catalogue of ITSM services. Including:

- Account provisioning, across on-premises systems (Active Directory, various application servers) and cloud platforms (Office 365, Azure, vendor-specific SaaS).
- Device provisioning, including computers (HP thin clients, desktops, laptops, Microsoft Surface tablets) and mobile devices (iOS, Android).
- System and network administration functions, across hosted virtual servers (Windows DC/ADFS, MSSQL, Citrix XenApp, various application servers), network (Aruba LAN/WLAN, PAN Virtual System firewall, Managed IP WAN), telephony (Polycom handsets on the Vocus/BroadWorks IP Tel platform) and print (Canon MFDs, uniFLOW).

You will be responsible for recommending automation solutions that assist with:

- Availability management, sustaining the reliability, maintainability, serviceability, resilience and security of core infrastructure.
- Capacity management, meeting shifting demands for infrastructure services.
- Continuity management, ensuring that ICT infrastructure services meet business continuity requirements.
- Security management, ensuring that infrastructure services meet organisational requirements for information management and cyber security.
- Supplier management, with respect to incident and SLA escalation to service providers or hardware/software vendors.
- Change management, ensuring controlled alteration to configuration items, and maintenance of CMDB records.
- Service asset and configuration management.
- Release and deployment management.

2. Resolve technical incidents and control underlying problems (IT service operation)

Where necessary, you will receive escalation from level 1 support staff, and will be accountable for the diagnosis, resolution and root-cause remediation of technical incidents, particularly when use of ITSM automation is required. Specific responsibilities will include:

- Incident management, including use of escalation to service providers or hardware/software vendors where appropriate.
- Problem management, in conjunction with the ICT Manager and relevant third parties.
- Continual service improvement, using learnings from incident and problem management to identify, assign, and where relevant implement and evaluate improvements to ICT policies, procedures, automation and infrastructure.

3. Participate in the delivery of ICT projects

Working in collaboration with the ICT Manager and other staff, you will be accountable for assigned deliverables and milestones within the scope of numerous ICT projects that require software engineering and ITSM automation expertise. Core improvement projects that you will participate in include:

- Unified Service Desk, utilising Microsoft Dynamics 365 to provide all staff with a single streamlined mechanism for interacting with Corporate Services (finance, HR, payroll, fleet & facilities, ICT etc.).
- Device Management, utilising Microsoft Intune, SCSM, and WDS/MDT to automate full lifecycle management of user-assigned ICT assets.
- Network Modernisation, facilitating a shift to IPV6, deployment of DirectAccess, NPS, 802.1 PNAC and other technologies to improve the reach, reliability and security of Anglicare's network services.
- Longer-term you will participate in the review and improvement of business systems belonging to Corporate Services (ERP-like functions) and Client Services (CRM-like functions).

4. Assist in developing and implementing standards-compliant policies and procedures

You will assist the ICT Manager, and as relevant other Operations Managers, with the development of policies and procedures within the sphere of ICT operations that comply with industry standards and methodologies including:

- The IT Infrastructure Library (ITIL 2011).
- Control Objectives for Information and Related Technologies (COBIT 5).
- Information technology - Security techniques - Code of practice for information security controls (AS ISO/IEC 27002:2015).
- The Open Group Architecture Framework (TOGAF 9.2).
- PRjects IN Controlled Environments (PRINCE2:2017).
- Lean Six Sigma.

Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to Anglicare NT delegations, policies and procedures and general conditions of employment.
- Model Code of Conduct by working cooperatively and effectively with clients, colleagues, management and external stakeholders.
- Comply with funding contracts, operational guidelines, budgets, approved work plans, data collection, reporting requirements and task directives.
- Comply with Anglicare NT's WHS requirements – remain vigilant about the potential for client /

customer related behavioural risks and contribute to a safe working environment.

- Support organisational activities linked to Anglicare NT's Reconciliation Action Plan (RAP) including undertaking Aboriginal and Torres Strait Islander cultural competency training.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with team members to address service improvement requirements resulting from client complaints, stakeholder feedback and / or internal or external evaluation processes.
- Keep up to date (read) with emails, staff meeting records, AngliShare (intranet) updates and maintain your knowledge of policy and procedures.
- Contribute to organisational planning and review days, promotional activities, key events and quality improvement and accreditation processes as required.
- Participate constructively in supervision, performance reviews, professional development and training as required.
- Maintain attendance, leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as directed from time to time within skill set, knowledge and scope of practice.

Delegation of Authority

Expenditure, Operational / Administrative, Personnel, Management and Legal – as per current Delegation of Authority Schedule (endorsed by the Board and periodically updated).