Senior Systems Engineer
POSITION PROFILE

PART A: POSITION DESCRIPTION

Position Title:	**Senior Systems Engineer**	*Location:*	**National Office**
Group:	**Finance & Digital Impact**	*Reports to:*	**IT Manager**

Organisation Purpose

A different brilliant ® - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & customer-driven	We are passionate about people, about being positive and about what's possible

Position Purpose

As part of a team of IT professionals, lead the monitoring and maintenance of Aspect's applications, systems, virtual servers and the delivery of new and upgraded applications, systems and servers to achieve strategic plan objectives.

This is a critical role within the Information Technology team and is primarily focussed on:
- Managing, maintaining and configuring Aspect's applications, systems and virtual servers.
- Leading or participating in the delivery of a wide range of application and systems projects.
- Monitoring and reporting on Aspect's backup and disaster recovery status. Identifying and remediating issues and risks. Consulting with the IT Manager on enhancements.

Outcomes

Key Result Area:	Requirements & Expectations	Success Indicators
Leadership and Strategy	• Provide leadership to achieve: · Aspect's strategic directions and goals · Service user satisfaction and staff engagement · Efficient and effective response to security and network events · Service development and growth · Financial success • Provide staff with the decision making support for day to day operations • Provide staff with feedback on performance • Lead, motivate and develop staff to achieve their goals • Manage consultants / contractors on project work • Assist the IT Manager in the development of plans and projects to meet Aspect's strategic goals	• Goals are achieved • Staff surveys reflect a high level of service satisfaction • Services operate within budget • Staff develop measurable increase in skills
Systems Engineering	• Assist the IT Manager to consult, plan and document Aspect's systems and enterprise applications • Configure and maintain Aspect's systems, operating systems and enterprise applications • Plan, manage and implement application and operating system upgrades • Manage vendors and contractors • Ensure security of applications and operating systems and best practice is maintained	• The IT Business plan is up to date and relevant • Server/System uptime is 99%+ • Systems documentation is accurate and up to date • Vendors and contractors meet undertakings • Applications and operating systems are secure and perform as expected • Systems are secure
Systems Administration	• Establish, manage and monitor backup and disaster recovery procedures and plans • Test disaster recovery plan annually • Update servers and applications on a monthly basis and when urgent security patches are released • Provide direction to IT support staff • Troubleshoot and resolve system and application issues • Provide 2nd and 3rd level support • Carry out on and off site support	• Backups are successful and data can be restored readily • Disaster recovery plan is up to date and tested • Servers and applications have the latest security patches applied • Agreed SLAs on resolution of systems and server issues are met • Support staff are able to resolve issues and escalate when necessary
Monitoring & Reporting	• Configure and monitor the collection of system and server alerts and events • Escalate major and critical alerts when appropriate	• All servers and systems are configured for alert and event capture

	• In consultation with the IT manager produce weekly/monthly reports on system performance and backup results • Assist the IT manager in the review and updating of IT procedures and work instructions	• Reports are complete and produced at agreed times • Procedures and work instructions are reviewed as required
Projects	• Act as Project Manager on all major application implementation and upgrades • Maintain project documentation. • Assist in the development and delivery of training to support projects. • Manage and coordinate the work of contractors	• Meet projects objectives to established deadlines. • Documentation is clear and complete. • Projects are delivered on time and within budget.
Communications	• Promote Strategic and Business Plan objectives. • Assist in preparing communications to user population. • Participate in IT related focus groups/committees. • Take opportunities to educate and train staff and increase capability.	• Customer feedback is generally positive and the staff survey reflects that staff value the service highly. • Complaints are recorded and actioned. • Actively participate in team meetings – sharing knowledge, skills and experience, suggesting technology solutions.
Safeguarding the people we support	Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to: • Follow safeguarding guidelines as outlined in Aspects Safeguarding the People We Support policy and Code of Conduct. • Complete mandatory Code of Conduct training and implement into day to day operations and practice • Be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns • Escalate/report other staff practices which deviate from policy/procedure	• Demonstrated evidence that Aspect's values and Code of Conduct are understood and practised in all aspects of work • Completion of Code of Conduct online training
Work Health and Safety	It is a requirement for all staff to: • Take reasonable care for their own health and safety • Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements	• Work, Health and Safety matters are included as part of regular meetings • Identified hazards, issues or risks are evaluated and appropriate management controls are adhered to

		• Report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect. • Exercise duty of care in the health, safety and welfare of students and participants and ensure they are treated with dignity and respect • Participate in the staff consultation process about work health & safety matters	

PART B: POSITION CRITERIA

Capabilities	Collaboration and Influence	Working effectively with others in Aspect (outside the line of authority) such as peers to accomplish Aspect and school goals and to identify and resolve problems.
	Teamwork (Co-operation)	Active participation in and facilitation of team effectiveness; taking actions that demonstrate consideration of the feelings and needs of others and being aware of the effects of your behaviour on others.
	Planning and Organising	Establishing a course of action for self and/or others to accomplish a specific goal; planning appropriate allocation of resources (project management).
	Technical/Professional Knowledge	Having achieved a satisfactory level of technical and professional skills/knowledge in job related areas, keeping up with current developments and trends in areas of expertise.
Qualifications and experience	• IT or Computer Science degree or equivalent experience • Industry Based Certifications (MCP, MCSE, A+, Security+ etc.). • Driver's Licence. • 5+ years' experience managing & maintaining systems and servers in an enterprise environment.	
Job requirements (essential skills)	• Strong technical skills in Windows server and VMware vSphere. • Excellent knowledge of Microsoft Exchange. • Strong technical skills in Veeam backup. • Strong Communication skills. • High Level of Customer Service skills. • Experience with Microsoft SQL.	

	• Experience with VoIP Telephony Systems. • Experience with Microsoft 365. • Experience with AWS and/or Azure
Job requirements (essential)	• National Police Check (NPC) appropriately cleared • Working with Children Check or equivalent state clearance
Job requirements (desirable skills)	• Experience with VMware Horizon. • Experience with Avaya voice products. • Experience with Migrations to Microsoft 365. • Experience with JD Edwards EnterpriseOne. • Knowledge of Application virtualisation technologies.

PART C: APPROVED BY

Position Approved by: National Director Finance & Digital Impact   (Date) ⎯⎯⎯⎯⎯⎯⎯