

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>ICT System Engineer</b>
<b>Department:</b>	Corporate Services: Information & Communication Technology
<b>Location:</b>	Ann Street, Brisbane CBD
<b>Employment Status:</b>	Please refer to letter of employment
<b>Reports To:</b>	Team Leader – Information Systems and Security
<b>Direct Reports:</b>	NA
<b>Key Relationships/Interactions:</b>	<b>Internal:</b> ICT Team, Service Delivery Points, Commissions. <b>External:</b> Hardware, Software and Application Vendors.

### Position Statement / Overall Purpose:

This role's overall purpose is to provide specialist technical project and administrative ICT functions necessary to maintain and enhance the required levels of operational service and stability for organisational ICT server, storage, end user and application infrastructure including collaboration, database, and virtualisation infrastructure environments.

The ICT System Engineer will work in accordance with the values and ethos of the Anglican Church, the Code of Conduct and support the operations of the Church through its Commission or Agency by providing guidance and advice within this position's specialty area.

### Position Specific Requirements & Qualifications:

1. Hold and maintain a current National Police Certificate (or ability to acquire)
2. An Open 'C' Class QLD Drivers' Licence
3. Microsoft Certified Solutions Associate (MCSA).
4. At least 5 years' experience in a System Engineer or equivalent role.
5. Tertiary qualifications in a relevant Technology discipline or equivalent demonstrated experience.
6. The ability to be available as point of escalation on a 24x7 basis where major service interruptions occur out of hours
7. Willingness to work extended and varied hours in a range of work locations depending on the daily requirements of the role.
8. Industry certification including ITIL, VSphere, Citrix, AWS, and Azure (desirable)
9. Project Management certifications/qualifications (desirable).

### Key Selection Criteria:

1. Extensive experience and ability to deliver high quality ICT services to clients, with emphasis on managing workloads, priorities and working unsupervised
2. Demonstrated experience in design, implementation and management of ICT system projects and solutions including enterprise scale server and desktop virtualisation, email, and database systems.
3. Expert specialist knowledge of and proficiency in ICT theory, practice, operations, procedures and industry standards in:
  - o Server and application virtualisation;
  - o High availability and business continuity;
  - o High performance databases;
  - o DNS, DHCP, and Active Directory;

- Storage area networks.
- 4. Expert specialist knowledge of Microsoft technologies, products and services.
- 5. Proven ability to efficiently and effectively deal with ICT infrastructure support issues involving servers, storage area networks, fibre switching, virtualisation technology, cloud services, and various business applications.
- 6. Superior interpersonal, consultative, negotiation, and communications skills to clearly express, influence, and support business improvements and ICT service outcomes.

<b>Key Accountabilities and Responsibilities:</b>
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### 1. **Accountability: System Administration**

***Design and maintain all on premises and cloud system infrastructure with a focus on proactively providing efficient and effective systems to support business operations.***

#### **Responsibilities:**

- Implement and manage all system infrastructure to ensure that is secure, has resilience and ensures integrity of the data and organisation.
- Actively promote and support the effective and efficient business use of Anglican Church SQ's infrastructure assets across the organisation to maximise the benefit to Anglican Church SQ.
- Design server, storage and application solutions to optimise performance and the end user experience across multiple Anglican Church SQ service needs to enhance accessibility, availability and performance of the systems to Anglican Church SQ;
- Development and maintenance of the server, storage, and application infrastructure frameworks, standards, policies and procedures that supports excellent system practices and guides the operational and end user experience of the Anglican Church SQ;
- Successful delivery of a wide variety of server, storage, and application infrastructure projects, from design through to production, encompassing all aspects of ICT with stakeholder engagement at different management levels across Anglican Church SQ within best practice IM/ICT design and delivery frameworks;
- Provision of technical advice into options and strategies, specifically relating to server, storage and application infrastructure;
- Collaboration across Anglican Church SQ and with applicable vendors in the design of server, storage and application solutions (e.g. server and application virtualisation, collaboration systems, database systems, high availability systems, cloud systems, and server and application architecture, etc.);
- Implement and transition of project outcomes to Service Operations, ensuring that service levels and operational procedures and documentation are available;
- Assess, analyse, develop, document, plan and implement complex IM/ICT changes. This includes the evaluation of risks to the integrity of specific infrastructure components in proposed implementations, scope control/ management and migration or deploying solutions between environments and to production.
- Provide analytical, conceptual and problem solving skills in assessing and evaluating technical requirements.
- Undertake business needs analysis and develop recommendations and business cases based on measured business needs.
- Provide advice on server, storage, and application infrastructure that is based on readings, research, prior knowledge, industry best practice, and available technologies. Present, demonstrate, coordinate, manage and implement architectural / infrastructure recommendations.
- Liaise with key stakeholders regarding the alignment of technical solutions in relation to internal business strategies/requirements.
- Provide oversight of the network, communication and security infrastructure systems and processes and, based on this, report and action exceptions or risks;
- Define and report on Anglican Church SQ's server, storage, and application performance against set performance measures as part of ongoing analysis of the server, storage, and application infrastructure.
- Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale

## **2. Accountability: Values-based Service Delivery**

***Provide values based service delivery based on industry best practice.***

### **Responsibilities:**

- Commit to action - Take personal responsibility for meeting objectives and progressing work. Show initiative and do what is required. Commit energy and drive to see that goals are achieved and regularly review priorities, and, seek direction and feedback where applicable.
- Provide and manage excellent customer communications, expectations and customer satisfaction:
- Clearly understand, clarify and prioritise the customers' requirements, expectations and any other key information;
- Identify opportunities and actively engage in Process Improvement activities;
- Leverage ITIL processes in order to maintain and enhance standard workflows and processes in service delivery;
- Maintain technical skills and business knowledge via personal research in order to support new and changing technologies or business practices and industry best practice;
- Be prepared to work on different teams, different initiatives and exercise different skills.
- Apply an ongoing focus to continuous improvement. Look for opportunities to improve business processes with system or manual solutions.
- Provide specialist knowledge of and proficiency in ICT theory, practice, operations, procedures and industry standards in:
  - Server and Application Virtualisation;
  - High Availability and business continuity;
  - High performance databases;
  - DNS, DHCP, and Active Directory;
  - Storage Area Networks.

## **3. Accountability: Technical Support**

***Provide specialist high level technical support for escalated, critical and unresolved support issues.***

### **Responsibilities:**

- Advise and consult with key stakeholders in Strategy, Operations, Projects and Governance in order to maintain and adapt this framework on an on-going basis;
- Provide for monitoring, analysis and optimisation of server, storage and application infrastructure;
- On an ongoing basis validate and improve the operational monitoring and support processes and documentation;
- Provide a trending and forward view of the capacity versus usage trends as an input into planning function.
- Execute and follow effective change management processes in moving or deploying solutions to production. This includes timely submissions of change management requests as well as participating in support of the deployment to production as required.
- Managing the resolution of server, storage and application related problems that are beyond the scope of daily operational units.
- Respond in a timely, professional, and courteous manner to applicable incidents, following standard problem management processes including; expectation management; update of problem details and timely escalation if required.
- Undertake objective, systematic analysis and draw accurate conclusions based on evidence.
- Recognise the links between interconnected issues. Identify problems and work to resolve them.
- Provide onsite and remote assistance in resolving server, storage, and application related issues, and specific operational and application issues.
- Actively prioritise issues depending on the criticality and nature of issue.
- Document, log, and monitor network and security issues and follow-up activities.
- Actively participate in problem resolution, clean-up tasks, and action reviews.

#### 4. **Other Duties and Requirements**

- Undertake own work practices in a safe manner and comply with the instructions given for workplace health and safety within relevant Policies and Procedures;
- Do not, during or after employment, disclose information relating to residents, clients and staff or damage the reputation, viability or profitability of the Anglican Church Southern QLD.
- Your responsibilities also extend to any tasks outlined on a duties list, or any other tasks delegated to you by your manager/supervisor, provided that those new job requirements are safe, efficient, relevant, legal and within your abilities.

<b>Delegation of Authority:</b>
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- In accordance with the Delegations of Authority Policy.