My role with Anglicare

POSITION DESCRIPTION

Position Title:	Engineer, Systems
Service/Facility/Department:	Information & Communication Technology
Direct Reports:	Nil
Key Relationships:	**Internal:** All service points and ICT users, ICT team members
	External: Hardware, software and application vendors

Position Statement / Overall Purpose

The overall purpose of the Engineer, Systems 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 Engineer, System will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position's specialty area.

Position Specific Credentials, Qualifications and Other Requirements

- Current National Police Check
- Current Queensland Driver Licence and own reliable vehicle
- Degree Information Technology or similar, or equivalent practical experience in a similar role
- Industry certification in Microsoft, VMware, Citrix or Cloud (AWS or Azure) (desired)
- Project Management qualifications (desired)

Key Selection Criteria

- Demonstrated experience in design, implementation and management of ICT system projects and solutions including enterprise scale server and desktop virtualisation, email, and database systems
- Expert specialist knowledge of and proficiency in ICT theory, practice, operations, procedures and industry standards including Microsoft technologies, products and services
- 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
- Extensive experience in the delivery high quality ICT services to clients, with the ability to manage a workload, prioritise and multi-task
- Superior consultative and communication skills to influence, negotiate and problem-solve

Key Accountabilities and Responsibilities

1. **Accountability: System administration**
   Design and maintain all on-premises and cloud system infrastructure, providing efficient and effective systems

   Responsibilities:

   - Implement and manage all system infrastructure to ensure that is secure, has resilience and ensures integrity of the communication channels.
   - Actively promote and support the effective and efficient business use of infrastructure assets
   - Design server, storage and application solutions to optimise performance and end user experience across multiple sites, devices and systems
   - Develop and maintain the server, storage, and application infrastructure frameworks, standards, policies and procedures
   - Deliver of a wide variety of server, storage, and application infrastructure projects, from design through to production
   - Collaborate in the design of server, storage and application solutions including server and application virtualisation, collaboration systems, database systems, high availability systems, cloud systems, and server and application architecture
   - Undertake business needs analysis and develop recommendations
   - Provide technical advice into options and strategies, specifically relating to server, storage and application infrastructure;
   - Liaise with key stakeholders regarding the alignment of technical solutions in relation to internal business strategies/requirements
   - Implement and transition of project outcomes to Service Operations, ensuring that service levels and operational procedures and documentation are available
   - Assess, analysis, develop, document, plan and implement complex IM/ICT changes, including the evaluation of risks

2. **Accountability: Service delivery**
   Provide values-based service delivery on industry best practice

   Responsibilities:

   - Take responsibility for meeting objectives and progressing work and regularly review priorities, and, seek direction and feedback where applicable so that goals are achieved.
   - Clearly understand, clarify and prioritise the customers' requirements, expectations and any other key information; provide excellent customer service and manage expectations
   - 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 in server and application virtualisation, high availability and business continuity, high performance databases, DNS, DHCP, active directory and storage area networks

3. **Accountability: Technical Support**
Provide specialist technical support of escalated, critical and unresolved issues

Responsibilities:

- Advise and consult with key stakeholders to maintain and adapt this framework on an on-going basis
- Provide, analysis and optimisation of server, storage and application infrastructure for monitoring and prioritise issues depending on criticality and nature
- Validate and improve the operational monitoring and support processes and documentation
- Execute and follow change management processes in moving or deploying solutions to production
- 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, manage expectations, provide updates of problem details and 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
- Document, log, and monitor network and security issues and follow-up activities.
- Actively participate in problem resolution, clean-up tasks, and action reviews

Other Duties and Requirements
- Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
- Act in accordance with Anglicare's Code of Conduct and the organisation's policies and procedures.
- Ensure that credentials and qualifications set out in this Position Description are current at all times.
- Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manger or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
- Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
- Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.
- The ability to be available as point of escalation on a 24x7 basis where major service interruptions occur out of hours
- Willingness to work extended and varied hours in a range of work locations depending on the daily requirements of the role

Delegation of Authority:

- In accordance with the Anglicare Delegations of Authority Policy.