ICT Infrastructure Engineer

Position Description

Directorate:	Corporate Services
Reports to:	Manager, Cloud and Service Delivery
Direct reports:	NIL
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Keep existing networks and cloud systems running reliably and securely to meet Society's business goals and objectives, to support and build additional systems as part of new systems projects and to ensure users are supported with Tier 2 and Tier 3 queries and requests.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Corporate Services directorate. The teams within the directorate and their functions are:

Strategy and Outcomes: this team is responsible for implementing a Society-wide planning, monitoring and reporting framework to support the achievement of the goals of the Strategic Plan; and leading the measurement of performance and outcomes of Society programs, services and functions.

Governance, Risk and Safeguarding: this team is responsible for supporting good governance practices throughout the Society; provision of State Council and Board secretariat services; leading the development of organisational policy; safeguarding functions; and enterprise risk management.

Legal: this team is responsible for delivering legal services, and privacy and complaints functions.

Policy and Advocacy: this team is responsible for developing informed public policy positions on issues relevant to the people we serve; directing relevant research; and developing and implementing related advocacy strategies.

Safety and Workforce Operations: this team is responsible for state-wide work, health and safety strategy; work, health and safety audits; wellbeing; return to work; recruitment and retention; and employment relations.

People Strategy and Development: this team is responsible for people strategy; people policy; diversity; organisational development; and learning and development.

Information and Communication Technology: this team is responsible for state-wide ICT strategy; ICT project management; design and implementation of new ICT systems; ICT service desk, and cybersecurity.

Accountabilities and responsibilities

The ICT Infrastructure Engineer will:

- Contribute to the implementation of the strategic plan within their team.
- Develop and design network solutions that meet business requirements and adhere to current architecture standards to support the systems and services used by the organisation.
- Evaluate new technologies, undertake financial and cost analysis and review of proposed technologies and strategies to ensure the overall cost effectiveness of the proposed solutions
- Assist in managing a flexible hybrid cloud platform and team that will allow Vinnies to leverage existing and new Cloud environments and deploy purpose-built business solutions rapidly and securely.
- Perform network monitoring and analysis, performance tuning, troubleshooting, and escalating issues, including proactive problem resolution and complex problem analysis as necessary, to maintain network performance to meet user demand.
- Proactively identity and mitigate security risks and improve the security maturity of the ICT infrastructure.
- Work to Service Level Agreements and be individually accountable for allocated Service Desk tickets, ensuring issues escalated from the Service Desk are resolved to SLA and customer satisfaction is the key focus.
- Take end to end ownership of all networking infrastructure including but not limited to procurement, installation, configuration and support of all network equipment, scheduled upgrades, preventative maintenance, and life cycle management.
- Engage with end users, internal and external stakeholders to ensure alignment, operation, availability, support and continuous improvement of ICT services is maintained as per agreement.
- Assist project delivery, participate in project ceremonies, and produce artefacts as well as identify gap and improve project framework maturity levels
- Manage operational documentation and provide co-ordination and technical leadership of other engineers, technicians, and contractors
- Contribute to a safe working environment for staff, members, and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Deliver assigned work to a high quality and on time to deliver on the Society's business and user requirements.
- Level 2 and 3 support tickets are closed within SLAs.
- Service availability targets are met or exceeded
- Technical Debt level targets are met or exceeded

Key working relationships

In addition to the Manager, Cloud and Service Delivery and their direct reports, the ICT Infrastructure Engineer will foster close working relationships with:

- Technology Service Delivery team members (Corporate Services);
- Regional Directors and senior managers in regions (Membership, Volunteers and Regional Operations, Commercial Enterprise, Fundraising and Communications);
- Vendors and managed service providers

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates, and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working.
- **Financial acumen:** (Level 3) Manage the team's resources, projects and services to deliver positive outcomes within budget.

Role-specific criteria

- Relevant tertiary qualification/s in ICT or equivalent with a network engineering focus.
- Professional experience with Cloud Networking platforms, which might include Microsoft Azure, Amazon Web Services, Google Cloud Platform.
- Strong understanding of network infrastructure and network hardware.
- CCNA or CCNP/CISSP (highly valued).
- Deep understanding of networking protocols (e.g., IPSEC, HSRP, BGP, OSPF, 802.11, QoS).
- Solid understanding of the OSI or TCP/IP model.
- Hands-on experience with monitoring, network diagnostic and network analytics tools.
- Hands-on experience to implement, administer, and troubleshoot network infrastructure devices, including wireless access points, firewall, routers, switches, controllers.
- Ability to create accurate network diagrams and documentation for design and planning network

communication systems.

- Strong Network security experience.
- Experience working with Project management methodologies (Agile, Scrum)
- Experience working with ITIL aligned processes
- Working knowledge of Microsoft cloud platforms i.e. Azure and Microsoft 365
- Demonstrated analytical and problem-solving skills.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Experience with Microsoft core infrastructure stack i.e. Servers, Active Directory, DNS, DHCP etc.
- Experience defending security breach attempts.
- Experience with NIST Framework.