Infrastructure Specialist

POSITION PROFILE

Division	Corporate Support	Status	Full Time
Unit	Information Management & Technology	Salary Grade	
Reports to	Digital Solutions and Security Team	Reviewed	

STRATEGIC INTENT

1. **Increased confidence Levels**

   To ensure our community, employees and stakeholders believe in Council's ability to achieve its strategic outcomes, by ensuring that Council actively support creative solutions to customer problems, genuinely collaborating with customers, respecting what's important to customers by listening and evolving every day.
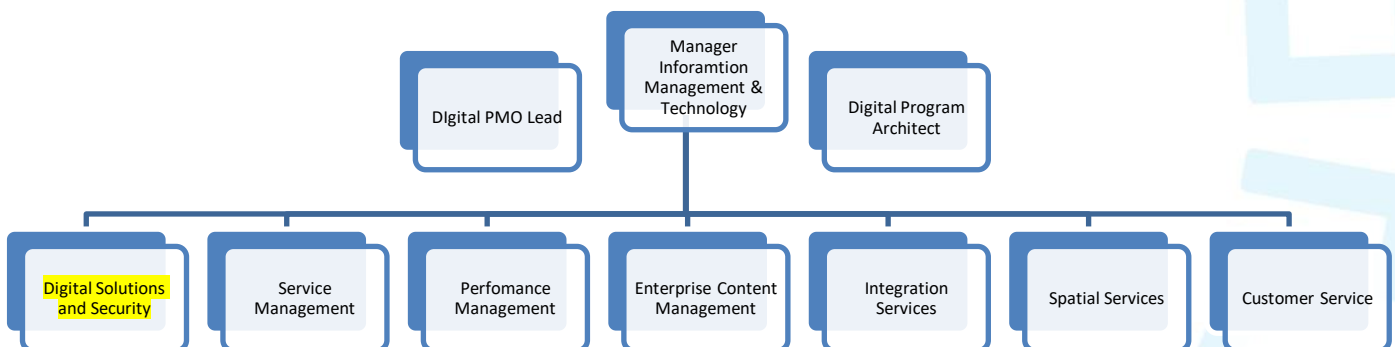
2. **Improved sustainability**

   To ensure Council continues to deliver its strategic outcomes, by creating a future information architecture environment, so as to better support digital business (social, mobile, analytics, cloud, omni-channel and consumer driven technology).

POSITION PURPOSE

The Infrastructure Specialist will oversee both the technical and managerial aspects of the network infrastructure and deliver technological support to our customers. This includes designing, implementing, maintaining, supporting and developing communication networks, and improve and maintain Council's infrastructure to deliver outstanding services to our customers.

STRUCTURE

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
• Monitor network performance and troubleshoots problem areas as required. • Oversee network traffic along with LAN and WAN installation. • Inspect LAN and WAN infrastructure for problems including servers, routers, switches, storage arrays, virtual hosts / hypervisors. • Address and solve system failures to increase network uptime. • Providing support and recommendation to Network Administrator(s) that would provide resolution of their issues. • Accept network support and technical escalation, ensure that issues are addressed in an appropriate fashion with timely follow-up.	Infrastructure up-time and issues resolution meeting business requirements.
• Design, install and configure high-functioning computer network connections including cabling. • Participate in management of network client relationships, analyze technical needs, state, and requirements of the company's network infrastructure. • Maintain the Enterprise IT networking services (VPN, IPS, NAC, routers, switches, wireless infrastructure) including designing, implementing, and supporting network-related incidents and projects as required. • Analyze existing network, recommend any improvement and changes to meet industry standard and ensure alignment with enterise architectural principles. • Provide expert familiarity with network, voice, routing, switching, security, and VPN technologies.	Infrastructure alignment to enterprise architecture guidelines and industry standards.

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	▪ Bachelor's degree in computer science, telecommunications, networking or technology / engineering related disciplines.
	Desirable	▪ Cisco experience or Cisco Certification(s) (CCNA R&S, ECMS1, ECMS2, CMSSC, etc.).
Experience or skills	Essential	▪ Minimum of 5 years experience in an infrastructure, networking and communications platforms.

		▪ Proven experience with LAN/WAN internetworking, including protocol network architecture, development interoperability, and needs for proof of concept.
		▪ Extensive experience in the service installation, configuration, and testing experience for hardware & software.
		▪ Proven experience with Systems Integration.
		▪ Experience configuring switches and routers.
		▪ Knowledge of telecommunications equipment, information systems, servers, networking protocols, and end-user computer hardware and software.
		▪ Strong knowledge with enterprise equipment with hands-on experience from previous work.
	Desirable	▪ Experience with Microsoft Azure platform and DevOps
		▪ Previous involvement in working with current Citrix technologies, within an Infrastructure as a Service environment and within a VMWare environment
		▪ Experience delivering small to mid-sized infrastructure projects.
		▪ Experience with Cisco Meraki
		▪ Innovation mindset
		▪ Perpetual learner

CORE CAPABILITIES

Attributes	▪ **Decision making** - Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.
	▪ **Goals oriented -** Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them
	▪ **Critical thinking** - Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders.
	▪ **Communication skills** - able to articulate complex and technical matters in simple terms.
	▪ **People skills -** empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary.
	▪ **Team focussed** - Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues

OUR VALUES

Behaviours	▪ **Collaborative** – we are a united team. We work together to deliver great outcomes for our community.
	▪ **Achieve** – We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community.
	▪ **Respect** – We communicate openly, act with integrity and are inclusive.

	Evolve – We look for opportunities and embrace change, championing new ideas, and celebrating solutions.

CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

- In accordance with Council's Core Enterprise Agreement covering salaried staff, as this employee will have access to high levels of council information it is necessary that they ensure confidentiality and strictly abide by council's Code of Conduct policy.

- May be required to work additional hours to ensure availability of Council systems as and when required.

- 35 hours per week, 19 day month flexi time arrangements.