

## POSITION DETAILS

<b>Position Title:</b>	Senior Systems Engineer	<b>Position Grade:</b>	12
<b>Department / Directorate:</b>	Technology / Corporate Services	<b>Position Status / Hours per Week:</b>	Full Time / 35

## PRIMARY PURPOSE OF THE POSITION

You will be responsible for assisting to align the Technology Unit to the future strategic direction of the City of Ryde. You will be adept in supporting a range of business systems and managing change.

While your qualifications and experience will equip you with the skills required to provide support to all relevant Council IT Technical Services, the primary purpose of your role is to:

1. Provide technical support across the IT Infrastructure services to the Council staff and manage end-to-end Incidents, Requests and Changes in-line with the agreed Service Levels. This include face-to-face, phone and email support.
2. Assist in implementing Council's Technology Business Plan, e-Business Plan; and Information Management Plan. Contribute to enterprise architecture, specifically around digital architecture roadmap, concepts, standards, patterns, best practice and policies and principles applicable to the Council.
3. Provide technical guidance and be accountable for all aspects of IT Infrastructure Platforms which includes Networks, Datacentre and hybrid cloud technologies.
4. Ensure that all related peripherals are well maintained, supported and operating at maximum availability to ensure the required production systems availability and responsiveness that meet or exceed agreed SLAs.
5. Maintain and support network infrastructure, including routers, switches, firewalls, wireless infrastructure, load balancers, Networking (LAN/WAN/Wi Fi/ VPN/ AV Conferencing/Telephony), Mobility, VPN concentrators from a range of vendors that include Cisco, Citrix, Microsoft and FortiGate.
6. Ensure the effective management of Council's IT infrastructure and IT business applications and provide an internal consultancy service with a strong customer focus. Work with and manage external vendors to ensure timely, effective and quality maintenance of IT Infrastructure services and Business Applications (investigations, issue resolution, upgrades).
7. Support IT security and compliance to identify vulnerabilities, ensure compliance, perform regular security reviews and close out audit actions in a timely manner.
8. Operational project delivery management, including consulting, quotations & acquisitions. Assist with budgetary requirements for equipment replacement and projects for IT infrastructure services. Support the utilisation and capacity planning for ongoing and future assets needs.
9. Delivery of well architected solutions that successfully meet the required business outcomes and benefits aligned with the Council's enterprise and Digital architecture. Ensure any architecture proposed is designed, built and documented for reuse depending on the business functionality they provide.
10. Proactively review Infrastructure and Application systems performance and capacity requirements to ensure Council is ahead of expected business growth. Evaluate the feasibility of leveraging Cloud platforms (explore and evaluate SaaS, IaaS, PaaS) to enhance responsiveness, flexibility and agility to meet Council's Technology Business Plan.

11. Proactively monitor system performance and availability to ensure Council's systems remain available and usable, including taking pre-emptive steps to minimise any disruption or downtime to the user community and business systems.
12. Liaise and ensure internal and external stakeholders are informed and engaged throughout the project and BAU lifecycle by developing and maintaining effective working relationships.
13. Provide analytics data, key performance indicators and trends to internal stakeholders in ad-hoc and regular meetings and support the development of strategies for continuous improvement.
14. Carry out other duties consistent with the qualifications, experience and training of the incumbent, including participation in the IT Infrastructure on-call roster for after-hours support and after-hours Council and Committee meetings.

## SELECTION CRITERIA

### Education / Qualifications

- Tertiary qualifications in IT/Information Systems or related discipline, or at least 7 years' experience in an IT Network Engineer or in a Solution Architecture delivery role.
- Professional certifications in Microsoft and Cisco technologies (CCNA/CCNP and other relevant certifications).

### Experience/Specific skills

- Proven experience in IT Infrastructure services specifically Network architecture, design, integration and deployment in a mission-critical environment.
- Demonstrated understanding of Cloud concepts and experience with Cloud evaluation, adoption and migration in a medium to large environment. (e.g. Microsoft 365, Azure, AWS, Private Cloud).
- Demonstrated ITIL Service Management experience with a proven track record.
- Strong Experience with Cisco ACI, Cisco Nexus switches, Cisco Meraki routers, Cisco Meraki SD-WAN, Citrix NetScaler, FortiNet firewall, and Cisco network security technologies (Cisco ISE and Cisco StealthWatch).
- Experience in managing major incidents and working with technical team of L2/L3 engineers.
- Strong Networking experience - Routing, Switching, Firewall, VOIP, Wireless and Cloud networking.
- Excellent knowledge of current working protocols - Software Defining Networking (SDN) and standards - TCP/IP, QoS, PoE, NTP, DHCP. Network Management protocols (CDP, FTP, TFTP, SNMP) & Security protocols (SSH, HTTPS, AAA, IPSec).
- Experienced with logical design models (L2/L3, VRFs, VTP, VLANs, physical cabling).
- Strong knowledge IP communication and routing is required (OSPF, EIGRP, BGP, PBR).

- Excellent knowledge of current IT Infrastructure concepts, protocols, platforms and standards, including Active Directory, Azure AD, Cloud PBX (MS Teams and Cisco), Group Policies, SAN, Antivirus, Business Continuity, Disaster Recovery, SAML/Federated Authentication, Web Servers and VPN.
- Excellent communication, negotiation and relationship skills including stakeholder management.
- Proven experience in the provision of support in a complex environment, with demonstrated analytical and problem-solving skills and the ability to deal with challenges creatively to achieve business focused outcomes.
- Experience in facilitating the implementation of complex solutions in a high-availability and diverse environment.

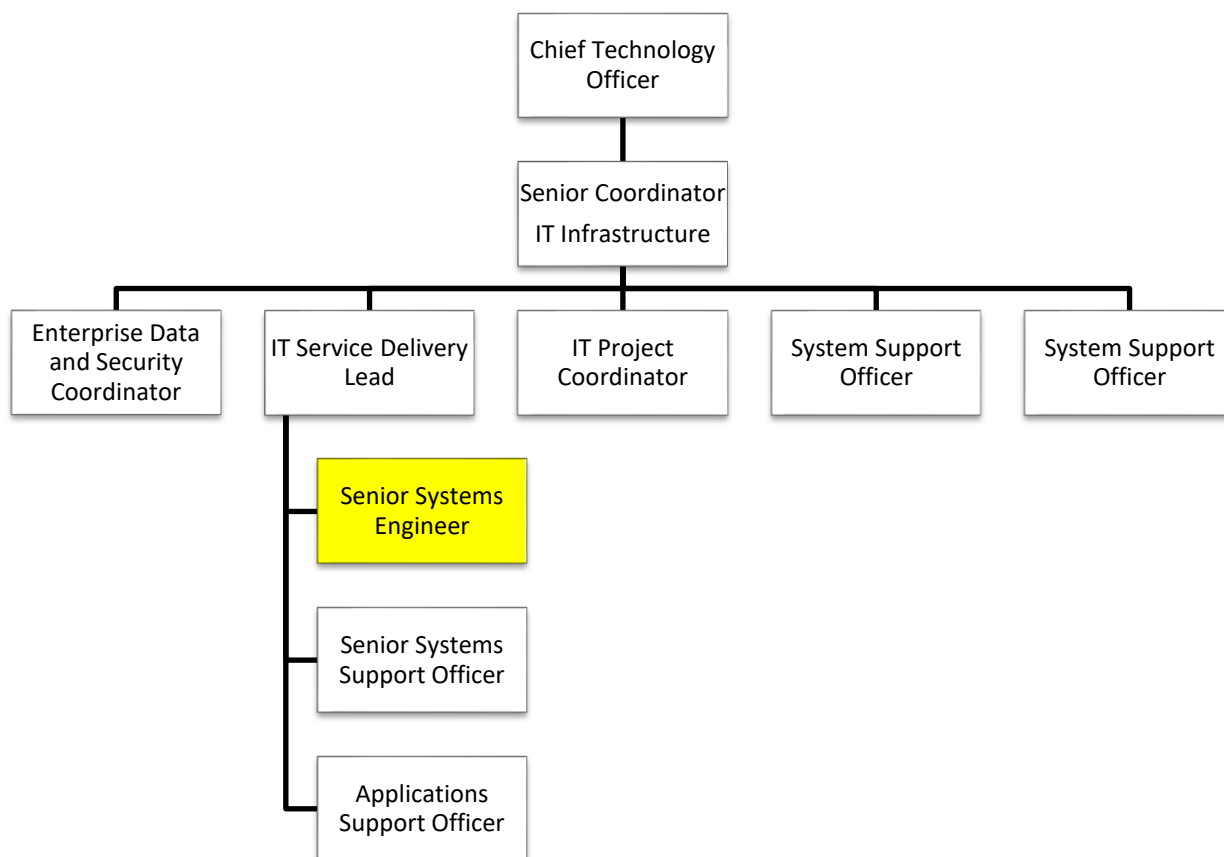
#### **Personal Attributes**

- Diverse experience across IT Network Infrastructure with proven track record across multiple sectors.
- Proven commitment to delivering a quality service to end users.
- Self-motivated, proactive, results oriented and driven to improve business processes.
- Enjoy working in a semi-structured, dynamic environment where teams work to tight deadlines
- Ability to work in a fast-paced environment where using initiative to prioritise the work of the project teams is required

#### **Desirable Qualifications, Experience and/or Skills**

- Government knowledge and working experience.
- Experience with Mobile Device Management platform (e.g. Microsoft Intune).
- Experience working with mobile networks (4G) and mobile devices (Android, iOS).
- Certified in ITIL V3.
- Vendor management and contract administration.
- Familiarity with project management methodology.
- Application packaging for deployment via configuration management tool (SCCM).
- Licence management.
- Principles and techniques of, and capability in, integration of business applications.
- Exposure to and knowledge in an IIS environment.
- Class C Drivers Licence.

## ORGANISATIONAL CHART



## SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the Corporate Services Group of the organisation.

- Existing Infrastructure, Corporate business applications integration and management
- Information Security management & monitoring across Devices, Networks and Applications
- Manage lifecycle & capacity for maintenance, support and upgrade of Servers, Networks and Applications.
- Corporate business systems and application solutions service
- Corporate knowledge management development
- IT system / software and hardware development and maintenance
- IT system / software and hardware delivery management
- IT system / software and hardware support service
- Corporate business systems and application solutions development
- Existing network systems integration and management
- Telecommunications service
- Information and records management development and maintenance

## CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

## CORPORATE ACCOUNTABILITIES

1	To comply with legislative requirements
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all WHS policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
12	To actively document all policies, procedures, projects and activities (as required)
13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through Council's project management methodology
17	To identify and minimise exposure to risk
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements

## WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

### Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

### Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

### Injury Management

- Report all injuries/illnesses to your Supervisor immediately;

- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

**Risk Management**

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

**DESIGNATED POSITION**

Please note that this position has been identified as a designated position in accordance with section 441 of the Local Government Act. As a result, in accordance with Section 449, a completed Disclosure of Interest Return form must be submitted within three months of appointment. Annual Disclosure of Interest Returns are also required to be completed by 30 September each year.

**OUR VALUES**

All employees at City of Ryde are to observe our values which are:

**Safety**

We work safely at all times to prevent injuries to ourselves, our team and members of the public

**Teamwork**

We work together with respect and support

**Ethics**

We are honest, responsible and accountable for our actions

**Professionalism**

We deliver effective service to the community with consistent decision-making

Employee's Name	
Employee's Signature:	
Date:	