

POSITION DESCRIPTION

Effective from: April 2020

Position Title	Systems Engineer
Reporting To	Infrastructure and Services Lead
Directorate	Corporate Services
Location	Dunedin
Supervising	NA

Our Organisational Values and Behaviours

Caring <i>We take great care in all we do</i>	Collaborative <i>Great relationships enabling great outcomes</i>	Accountable <i>Deliver on our promises</i>	Trustworthy <i>We do what we say we'll do</i>	Creative <i>Seeking better ways of doing things</i>	Open & Honest <i>Encouraging openness and honesty</i>
<ul style="list-style-type: none"> ▪ Taking due care ▪ Using resources appropriately ▪ Kaitiakitanga ▪ Responsiveness 	<ul style="list-style-type: none"> ▪ Common vision ▪ Sharing knowledge and resources ▪ Partnerships with common goals ▪ Team work 	<ul style="list-style-type: none"> ▪ Having honest conversations ▪ Doing the right thing ▪ Trustworthiness ▪ Ownership 	<ul style="list-style-type: none"> ▪ Speaking with courage ▪ Acting ethically and with mana ▪ Following up ▪ Enabling great outcomes for all 	<ul style="list-style-type: none"> ▪ Challenging the 'status quo' ▪ Continuous improvement ▪ Creative problem solving ▪ Understanding the 'why' 	<ul style="list-style-type: none"> ▪ Speaking up ▪ Being approachable ▪ Speaking with integrity ▪ Inviting differing points of view

Purpose

The purpose of this role is to provide infrastructure support and systems engineering for ORC physical and cloud-based infrastructure. The position holder will be responsible for the ongoing improvements in service levels and reliability, performance, and security of its network and systems.

The position holder is expected to contribute to the ongoing improvement of ORC IT services through responding to feedback from service desk interactions, ensuring the infrastructure that supports ORC systems is up-to-date, reliable, and secure.

Results Area	Activities	Expected Outcome
Infrastructure and Cloud Services	<p>Provide up-to-date and reliable infrastructure to support ORC business systems.</p> <p>Ensure ORC systems are running on latest supported operating environments, where possible, or that plans are in place for migrating them.</p> <p>Manage and improve ORC cloud-based infrastructure, such as Office 365 and Microsoft Azure.</p>	<p>Support is readily available for IT infrastructure and it performs well and is reliable.</p> <p>Issues relating to older OS versions are minimised, patches are available for security issues, and service levels are improved using newly released functions.</p> <p>Cloud based services are configured securely and services that are available to ORC are leveraged.</p>

	<p>Continually assess cloud-based services that are available to ORC and implement approved services and ensure that ORC is leveraging its investment in Office 365 and Azure services.</p> <p>Provide performance monitoring and reporting on usage of cloud services, WAN links, and server metrics to anticipate and respond to growing demands in usage.</p> <p>Monitor and report on infrastructure service levels and escalate any issues to vendors where necessary.</p> <p>Investigate, propose and implement improvements to ORC infrastructure, including the addition of new functions to increase levels of availability to ORC staff.</p> <p>Ensure VPN, remote desktop, and other remote access technologies are regularly used and capacity is available when required.</p> <p>Provide technical specialist services on business systems projects.</p> <p>Assist with system documentation, ensuring timeliness and accuracy.</p>	<p>Support is readily available for the network and telephony environment and it performs well and is reliable.</p> <p>Issues and trends are identified and dealt with where required.</p> <p>ORC staff benefit from the implementation of new services and technology functions.</p> <p>Business systems projects are underpinned by and well supported with existing and new infrastructure technology</p> <p>The ORC infrastructure environment is well documented at all times.</p>
<p>Service Delivery</p>	<p>Respond to escalations from service desk staff and escalate complex issues with vendors where necessary to ensure resolutions are delivered in reasonable timeframes.</p> <p>Assist the service delivery lead in resolving service desk issues, systems administration tasks, and user / computer setup during staff absences or busy periods.</p> <p>Schedule regular visits to remote offices and depots and update equipment as and when required.</p>	<p>Appropriate IT infrastructure coverage is in place to ensure escalations are managed within a reasonable timeframe.</p> <p>Staff in remote offices have infrastructure and IT security levels equivalent to head-office.</p>
<p>Systems and Processes</p>	<p>In partnership with the service delivery lead Identify ongoing time-consuming tasks and provide technical automations to minimise time spent.</p>	<p>Time is spent on improving infrastructure services rather than completing repetitive tasks or responding to recurring issues.</p>

	<p>Ensure IT infrastructure systems are meeting the needs of support staff, management, and customers.</p> <p>Ensure changes to systems are documented and worked through with the service delivery lead, so that managed service partners can be updated as required.</p>	<p>Customers are able to use provided technology to maximum benefit.</p>
Device Management	<p>Ensure that device management systems are working as designed, and application delivery is reliable across all sites.</p> <p>Ensure all mobile devices are appropriately managed and ORC is able to manage and deploy apps.</p> <p>Keep ORC end user operating systems up to date and consistent across the organisation.</p>	<p>Devices are deployed and managed using best practice technology and methods.</p>
IT Security	<p>Ensure that critical and security patches are applied to all servers and end user computers.</p> <p>Monitor all end user devices and servers to ensure they have appropriate virus and malware protection installed.</p> <p>Monitor and manage ORC network security, ensuring that firewalls and edge devices are correctly and securely configured.</p> <p>Manage the ORC identity and authentication services, ensuring appropriate security of user accounts.</p> <p>Monitor current threats "in-the-wild" and ensure ORC staff are made aware of new threats.</p>	<p>ORC systems are effectively protected from malware, through a "defence-in-depth" approach to IT security.</p> <p>ORC systems are protected from malware and viruses.</p> <p>ORC's network is protected from external network attacks, and firewalls and edge devices are supported with reports provided at least quarterly.</p> <p>ORC user accounts are protected from malicious use through implementation of MFA or other identity and authentication systems.</p>
Other Duties	<p>Contribute to the flexibility, agility and adaptability of your team and the wider Organisation, by undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p> <p>Act as a role model for the Otago Regional Council in all that you do.</p>	<p>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.</p> <p>You produce work that complies with ORC processes and reflects best practice.</p>

		<p>Where you are unsure, questions are asked to ensure policy and best practice is maintained.</p> <p>Maintain the reputation of the ORC in all that we do.</p>
Professional and Career Development	<p>Identify, in conjunction with your manager, areas for both personal and professional development, in line with your career development plan.</p>	<p>Training and development goals are identified/agreed with your manager.</p> <p>Performance objectives reviewed annually with your manager.</p> <p>You actively seek feedback and accept constructive criticism.</p> <p>A minimum of two performance related meetings [outside of the formal review process] annually.</p>
Health & Safety	<p>Always have the wellbeing of self and others as a priority.</p> <p>Champion, support, implement and adhere to H&S policies and procedures.</p> <p>Champion a culture that supports and maintains 'Doing Safety Differently', (the well-being of all ORC employees, and all those that we work with) environmental and sustainability practice and management.</p> <p>Promote a safe and environmentally sound working environment and a culture of safe and responsible behaviours and attitudes.</p> <p>Report all risks identified, and contribute to their elimination or minimisation.</p> <p>Actively contribute to H&S initiatives.</p>	<p>H&S policies and practices and other related policy and initiatives are complied with.</p> <p>Works in a safe manner at all times to avoid harm to self and others.</p> <p>All incidents, accidents and near misses are promptly reported.</p> <p>All risks effectively managed and no outstanding compliance issues.</p> <p>There are no preventable work-related injuries and/or incidents.</p> <p>Appropriate PPE gear is worn as required by ORC/legislative policy.</p>

Relationships

- Manager Information Technology
- Infrastructure and Services Lead
- General Manager Corporate Services
- Managers
- Executive Leadership Team
- All Employees
- CCL Contractors
- Vendors
- Other Contractors and Consultants

Person Specification	
The expertise and competencies required for a person to reach full competency in the role.	
Essential	
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> A relevant tertiary qualification. Certification in MCSE or similar) Microsoft certification.
Experience	<ul style="list-style-type: none"> 5 years' experience in an IT services environment, including Systems Engineering roles. 5 years' experience working with enterprise Systems, Networks and Telephony. Proven experience working with and overseeing delivery from vendor partners.
Knowledge and Skills	<ul style="list-style-type: none"> Excellent conceptual, analytical and problem-solving abilities. Ability to diagnose and remedy system faults and failures. Ability to contribute effectively to project teams. Ability to work in a complex work environment, deal with ambiguity and across functions. Ability to provide clear and concise reporting of performance and recommended improvements to systems infrastructure. Ability to evaluate business needs and anticipate future requirements. Strong organisational skills and processes.
Personal Qualities	<ul style="list-style-type: none"> A clear sense of ownership and accountability. A focus on delivery and achieving outcomes. Ability to develop good working relationships internally and externally. A collaborative approach in working across the organisation. Outstanding organisational skills. Excellent written and verbal communication skills, and ability to build strong relationships with a wide range of people. An openness to innovation and creativity. A high level of personal resilience. A positive, can-do attitude. A strong customer focus including the ability to develop solutions that provide 'value for money'.

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment and business needs.