Position Description

Position information

Position Title:	System Engineer
Classification:	Band 7
Reports to:	Coordinator Infrastructure & Support Services
Division:	Corporate Services
Department:	Information Technology

Our strategic context

Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

Position Purpose

- Provide timely, expert technical support and systems administration to ensure the operational efficiency of the Council's Information Technology infrastructure (hardware, systems and applications).
- Contribute to the development and implementation of measures to improve and enhance IT support services, analyse and resolve complex technical problems and provide expert advice.
- Assist with the development of policy recommendations, strategies and programs to support and achieve, Council's Corporate Plan and Departmental Business Plan goals and objectives.
- Adhere to industry best practices, ensuring the delivery of services that meet and exceed customer needs and expectations, both internal and external.

Position - Responsibilities

Responsibility	Outcomes
System Engineering	• Install Configure and maintain Council's LAN and WAN infrastructure including VLAN assignment and routing.

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	• Install Configure and Maintain Council's SD-WAN and Firewalls and manage changes to configurations and hardware/
	• Install, configure, and maintain a Windows domain, and ensure all servers, and applications residing on these servers are available and performing to the organisational standards.
	• Investigate, design, and develop improvements and enhancements to Council's IT infrastructure.
	• Respond to system alerts and error messages that are produced by monitoring tools.
	• Provide level 3 support of all Windows and Exchange servers.
	• Document procedures for use by other IT staff and produce system documentation as required.
	• Ensure the security and integrity of servers and data, including backups and restores and off-site storage.
	• Undertake capacity planning and performance management.
	• Implement and maintain IT solutions to facilitate and improve Council's business processes.
	• Develop and maintain suitable system documentation.
	• Ensure compliance with change implementation process.
	• Liaise with external service providers for the provision of services.
	• Pro-actively identify, research, test and recommend for adoption, new and emerging technologies.
Application and Database Administration	• Install, configure and maintain relevant Council databases and applications including testing.
	• Implement upgrades, patches and release to applications including testing.
Corporate Requirements	• Participate in regular and consistent feedback sessions with key internal users, relevant to the objectives of the position and in line with the services delivered
	• Provide a brief fortnightly status report to the Coordinator Infrastructure & Support, identifying progress against the Departmental service plan, and identification and prioritisation of user initiatives and requests.
	• Pro-actively participate in corporate planning processes (e.g. Corporate Plan, Divisional and Departmental Business Plans). Implement relevant assigned outcomes.
	• Constantly investigate and keep abreast of current technical trends. Attend relevant conferences and training courses.
	• Ensure Council's intellectual capital is maintained via thorough documentation of processes and procedures.
	• Provide advice and information to the broader organisation and residents on relevant technical matters.
	• Liaise with other officers and external contactors and consultants as and when required.

	• Ensure awareness, implementation and compliance of all staff and contractors with relevant statutory requirements, especially the Occupational Health and Safety Act, Equal Opportunity legislation and guidelines and Disability legislation.
	• Regularly review existing policies and procedures to ensure that the most effective practices are in place.
	• Maintain awareness of current industry trends and statutory directives
	• Assist with the development of standards and protocols to promote content control and maintenance across the organisation.

Position - Organisational Relationships

Key Internal Contacts: All Council departments

Key External Contacts: Contractors
Consultants
Service providers/Statutory Authorities
Other local authorities

Position - Delegations

Financial Delegations: As per Financial delegations

HR Delegations: As per People and Position delegations

Position – Skills and Competencies

Accountability and Extent of Authority	• Responsible for ensuring that the objectives of the key responsibility areas are achieved and carried out in a professional manner.
	• Responsible for the maintenance and development of allocated programs ensuring that all works are completed within budget allocations and timelines.
	• Undertake functions in accordance with delegated responsibilities.

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Judgement and Decision Making	• The work will include processes and procedures that involve the improvement and development of methods and techniques that are generally based on previous experience. • Problem solving will involve the application of these techniques to new situations. • Authorised to undertake procedures and work practises consistent with the approved standard of the Council operations guidelines. • Guidance and advice are not always available within the organisation.
Interpersonal Skills	• Well-developed written and verbal communication skills. • Demonstrated ability in report writing. • Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems. • Ability to work in a team environment and liaise with staff across all levels.
Qualifications and Experience	**Mandatory** A Tertiary qualification at Degree level or the equivalent in any of the following: • Computer Science • Information Technology • or related discipline. • Extensive experience in a related field. • Ability to meet the physical requirements of the position. **Desirable** • Experience in Local Government.

Specialist Skills and Knowledge	• Experience and proficiency in issues, concepts, and techniques relating to the operation and delivery of Information Technology. Use of these attributes to search for solutions to new problems or opportunities.
	
	• Significant knowledge of technical and support requirements, and demonstrated ability to install, configure and support Microsoft and other products including:-
	
	   o Windows Workstation and Server operating systems
	   o VMWare vSphere
	   o MS Exchange Server
	   o MS SQL Server
	   o MS Office 365
	   o MS SCCM (System Center Configuration Manager)
	   o Networking (Cisco/HP or similar)
	   o Firewalls & Security

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	o Backup Software (Veeam/Commvault or similar)
	o Blade server systems (Cisco/IBM or similar)
	o SAN hardware (Nimble/EMC or similar)
	• Advanced analytical and problem solving abilities for identifying, defining and solving technical and operational problems.
	• Significant knowledge of information security on Windows and firewalls and the mechanism for configuring systems in line with policies.
	• Analytical and investigative skills in policy and process formulation.
	• A familiarity of the principles and practices of budgeting and financial procedures.
	• Understanding of EEO, OH&S and Disability Legislation and procedures.
Management Skills	• Time management, setting priorities, and planning and organising work.
	• Ability to manage allocated projects and staff/consultants/contractors assigned to these.
	• Able to achieve objectives despite conflicting priorities.

What we are all responsible for

Values and Behaviours

- Embrace and live the shared values of Bayside City Council: Respect Each Other, Own It, Work Together, Find Better Ways.
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.

Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.

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- Personal Conduct.

Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.
- Trusted.

Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.We are able to achieve our strategic goals.

Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.
- Maintaining a valid Working with Children Check.

Workplace Health, Safety and Wellbeing

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.

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- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.

 Sustainability

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

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