LEAD SYSTEM ENGINEER

DEPARTMENT/UNIT  eSolutions
FACULTY/DIVISION Chief Information Officer
CLASSIFICATION HEW Level 9
DESIGNATED CAMPUS OR LOCATION Clayton campus

ORGANISATIONAL CONTEXT
Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit [www.monash.edu](http://www.monash.edu).

eSolutions leads and directs the provision of IT solutions to the University. eSolutions is currently leading substantial technological, service and organisational reform towards creating a single IT function for the University that operates according to the following vision: We partner with our customers to provide complete solutions enabling the Monash academic mission and delivery of the strategic agenda.

We aim to be a customer focused organisation delivering flexible, responsive, coherent ICT services. For more information on the work that we do, [please visit our website](http://www.eSolutions.monash.edu).

POSITION PURPOSE
The Lead System Engineer is responsible for the day to day management and operations of the infrastructure fleet, ensuring services availability and adherence to agreed service targets. The role is responsible for resource management and for the development and interpretation of policy, operating procedures, strategies and reporting mechanisms.

The Lead System Engineer works closely with the other technology services disciplines to develop a suite of standard solutions to be delivered by the infrastructure platforms team. Additionally, the role is required to collaborate in the design of bespoke solutions to meet specific business objectives. Critical to the success of the role is the ability to engage and influence senior level stakeholders, plan and implement major change initiative to ensure the optimal delivery of projects that have a University wide impact.

The role is responsible for providing expert advice and championing the adoption of best practice, policies and standards in relation to ICT infrastructure management within the CIO Portfolio.

Reporting Line: The position reports to the Delivery Leader, Technology Services under broad direction, working with a considerable degree of autonomy.
**Supervisory Responsibilities:** This position provides direct supervision to 9 staff

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

### KEY RESPONSIBILITIES

1. Lead and manage computing and storage capabilities in collaboration with researchers, industry partners and other senior University stakeholders

2. Lead and develop a highly-trained, motivated and professional team including mentoring, coaching and managing performance to deliver business outcomes

3. Contribute to strategic planning of Monash infrastructure platforms by providing guidance and analysis on system options, associated risk, cost vs. benefits, and the impact of their implementation on eSolutions processes and strategic goals

4. Contribute to the security of the University infrastructure and applications to ensure that data and operation of the University are protected from threats, both malicious and inadvertent

5. Promote and drive the adoption of DevOps standards, guidelines and best practices in line with industry standards and best practice

6. Oversee and contribute to the day-to-day operations of various hardware systems, software applications and network components

7. Provide specialist, expert advice and internal consulting services on the effective and correct use of specialist systems to further enhance organisational capabilities

8. Lead and manage significant strategic projects, large scale review and development of policy and procedure, and complex compliance and quality processes

9. Manage and oversee risk, compliance and quality assurance processes for the functions managed, including regular monitoring and reporting in accordance with University and legislative requirements, and maintaining system documentation and disaster recovery plans

10. Develop and maintain strong partnerships with other relevant business units, functional areas and key staff, including provision of expert advice

11. Other duties as directed from time to time

### KEY SELECTION CRITERIA

**Education/Qualifications**

1. The appointee will have:
   - postgraduate qualifications and extensive, relevant experience; or
   - extensive management experience and proven management expertise; or
   - an equivalent combination of relevant experience and/or education/training

**Knowledge and Skills**

2. A broad knowledge, understanding and experience in operating and supporting large scale public and private cloud infrastructures

3. Extensive AWS experience

4. Knowledge in various scripting and programming languages, system & server administration and mass system deployments
Experience in configuration management tools, and associated source code version management and review systems

Demonstrated skills and capability in team management and staff supervision, including mentoring and capability development

Demonstrated commitment towards customer service

Highly developed analytical and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver positive, innovative solutions

Superior interpersonal and communication skills with the ability to build successful relationships, influence, negotiate and achieve consensus at senior levels

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- On-call (including rostered on-call requirements) may be required
- This position will require a successful National Police Record check

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.