SENIOR NETWORK ENGINEER

DEPARTMENT/UNIT: Network Platforms

FACULTY/DIVISION: Vice-President (Services)

CLASSIFICATION: HEW Level 8

DESIGNATED CAMPUS OR LOCATION: Clayton campus

ORGANISATIONAL CONTEXT

At Monash, work feels different. There’s a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you’re part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the challenges of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and diversity. When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an inclusive workplace culture for our staff regardless of ethnicity or cultural background. We have also worked to improve gender equality for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – #ChangeIt with us.

Vice-President (Services) leads several core University services and functions across a growing global University landscape, including our domestic and international campuses and entities. Vice-President (Services) embodies a strong culture of service excellence and executes large-scale and innovative projects across key University functions including Student Services; Group Operational Resilience; Group Information and Records Management; Group Cyber Risk and Resilience; Digital Transformation; Enterprise Systems; and our core IT services teams, being, Technology Services, Enterprise, Data and Academic Services, and our IT Service Desk and Service Centres.

As leaders in innovation, we understand the importance of bringing these functions together to enhance the experience for our staff, students, researchers, and alumni. Vice-President (Services)
is well positioned to lead and ensure continued operational excellence as outlined in the University’s strategic plan, Impact 2030.

POSITION PURPOSE

The Senior Network Engineer is responsible for the planning, design, coordinating, implementing and support of network services across all University campuses and sites, with focus on availability, performance, services innovation, efficiency and continuous service improvement to the customers. This includes managing and planning relevant projects, conducting tests, carrying out routine tasks and incident problem resolution with some capacity for modelling and forecasting. Critical to the success of the role is the ability to engage and influence senior level stakeholders, coordinating the planning for change and improvements to ensure the optimal delivery of system benefits aligned with user needs.

The Senior Network Engineer is also responsible for providing expert advice as a mentor and escalation point and building capability by adopting and promoting best practice, policies and standards in relation to infrastructure platforms within the CIO Portfolio.

Reporting Line: The position reports to the Network Lead under broad direction, working with a degree of autonomy.

Supervisory Responsibilities: Not applicable
Financial Delegation: Not applicable
Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Contribute to the strategic planning, designing, and implementing the University's network services, components and associated solutions, systems and infrastructure
2. Provide expert input/advice in the analysis of network traffic data and provide recommendations on performance improvements to network infrastructure as appropriate
3. Manage the creation and maintenance of network systems/solutions technical documentations, including architecture, high level and detail design, as well as providing inputs to network service/infrastructure monitoring, standard operating procedures, reports, logs and records
4. Provide authoritative (3rd level) technical support, troubleshooting and fault rectification of complex technical issues related to networking equipment and services and act as technical lead and subject matter expert on medium and large projects and manage small to medium sized network infrastructure and services focused projects
5. Provide leadership to virtual team members, including coaching and mentoring staff, encouraging excellence and continuous improvements in service delivery and providing technical mentorship as well as provide inputs to training requirements in the use and maintenance of networking equipment, systems and facilities
6. Prepare technical specifications, analyse tenders responses, and supervise acceptance tests and commissioning of network/communications solutions and systems
7. Manage the relationship between the University and suppliers/carriers/vendors regarding high level technical issues, and future development roadmap
8. Assist in testing, implementation, monitoring and tuning of networking software and hardware to ensure optimum systems performance
9. Support the implementation of change management within functional domain and contribute to the ongoing evolution of change management procedures and methodologies
10. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications
1. The appointee will have:
   - Postgraduate qualifications or progress towards post-graduate qualifications and extensive relevant experience, and
   - Appropriate industry Certification such as CCIE, CCDE among others
   - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills
1. Strong skills in enterprise/carrier grade network hardware/software, protocols, network security and Cloud with substantial experience in the planning, development and implementation of complex networks and/or infrastructure, coupled with a proven ability to build organisational capability in ICT management and security
2. Advanced operational knowledge of networking systems and software covering both Local Area Networks (LANs) and Wide Area Networks (WANs)
3. Advanced operational knowledge of security devices, firewalls.
4. Demonstrated experience in leading, motivating and developing a virtual team of professionals to deliver high levels of service and continuous improvement
   Extensive experience and specialist skills in the planning, design, configuration and maintenance of networking/communications infrastructure, including the ability to support a variety of technologies
5. Detailed knowledge of industry standards and government regulations relevant to data communications / networking with an advanced understanding of emerging technologies in the network/communications sphere and their potential commercial application
6. Highly-developed project management, planning and organisational skills, with experience establishing priorities and meeting deadlines in a large, complex organisation
7. Highly-developed analytical and conceptual skills including demonstrated ability to conceptualise, develop and translate complex business issues into innovative, workable solutions
8. Excellent interpersonal and communication skills with the ability to provide authoritative advice and effectively translate and present complex concepts and information

OTHER JOB RELATED INFORMATION
- Travel to other campuses and sites of the University may be required
- The position requires availability for a 24/7 on-call roster with an associated response and proximity response times of 1 hr
- 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
- This position will need a current and valid driving license is required
- This position will be subject to a 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.