SYSTEMS ENGINEER - CLOUD

DEPARTMENT/UNIT eSolutions

FACULTY/DIVISION Office of the Chief Information Officer

CLASSIFICATION HEW Level 8

WORK LOCATION Clayton campus

ORGANISATIONAL CONTEXT
There’s a certain feeling you get from working at Monash University. It’s the feeling that you’re a part of something special. Something significant. So if you’re looking for the next chapter in your career, it’s here. You’ll be given the opportunity to challenge yourself, build on your skills, and make a significant contribution to a workplace that’s filled with energetic and inspiring people. Talent thrives here - and so do truly satisfying careers. Discover more at 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 in its role as 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: www.monash.edu/esolutions.

Technology Services are responsible for driving and managing the creation of technical strategies and solutions that enable the ongoing operation of Monash’s business applications, IT services and IT infrastructure. This includes delivering IT infrastructure and business applications that provide creative, unique solutions to best meet end-state business objectives.

POSITION PURPOSE
The Systems Engineer is a specialist that builds and maintain the University’s public and private cloud environments, is responsible for the day to day operations, ensuring service availability and adherence to agreed service targets. This position works closely with Technology Services teams performing hands-on work as well as automating tasks, software development, develop standard solutions and collaboration in the design of cloud solutions to meet business needs.

The Systems Engineer works as a member of the team, providing in-depth technical skills and experience to the capability of the team. They are a point of escalation for more junior and less experienced members of the team and work with them to resolve complex incidents or associated underlying problems. They also collaborate in solution design using an agile approach as required to meet specific business objectives. This person will also create and implement automated solutions and manage the implementation of major change initiatives which will have institution-wide impact.
**Reporting Line:** The position reports to the Lead Systems engineer under broad direction, working with a degree of autonomy

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

**KEY RESPONSIBILITIES**

1. Ensure infrastructure components are performing optimally by managing, monitoring and diagnosing complex support requests, incidents and problems, including liaising with relevant wide teams across the University to provide timely resolution of issues

2. Proactively improve system operations by recommending and implementing technical cloud solutions and/or processes that increase supportability, reliability, security, and performance, including contributing to and leading code and design reviews and actively encouraging and fostering a strong team culture

3. Develop solutions in cloud environments including, automation tasks to treat infrastructure as code, develop automation opportunities across application deployment, maintenance and operational activities.

4. Provide internal consulting services and collaborate with other teams in the execution of uplifts across build engineering, release engineering and configuration management

5. Maintain system documentation including disaster recovery plans to ensure information is current and accurate

6. Produce and take action on addressing security violation reports in order to ensure compliance and reduce risk

7. Actively contribute to strategy, standards, policy and future planning

8. Design, implement and evaluate systems solutions including cloud

9. Collaborate with other system administrators, developers, testers, architects and business analysts

10. Provide technical leadership and vision in the development of cloud platforms, guiding and mentoring other engineers

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - Postgraduate qualifications and ITIL certification with substantial subsequent experience in a computer related discipline and Cloud experience in large enterprise environment; or
   - Extensive experience and operations management expertise; or
   - An equivalent combination of relevant experience and/or education/training

**Knowledge and Skills**

2. Demonstrated hands-on experience with automation and build tools including configuration management tools. Experience with administering and troubleshooting Linux or Windows distributed version control such as Git inclusive of branching, merging and releasing strategies and tools such as Bamboo, Jenkins or similar, Cloudformation skills

3. Proven expertise and skill in cloud-based technologies, ideally with skills in Amazon Web Services (AWS), Azure and or Google Cloud Platform.
4. Outstanding proven abilities in one or more of the major programming languages such as Python including Troubleshooting, performance tuning and optimisation of cloud-hosted applications and services in AWS, including cost optimisation.

5. Extensive experience administering, developing and supporting a large scale Citrix infrastructure

6. Extensive experience administering and supporting a large private cloud VMWare environment.

7. A proven record of delivering exceptional customer service

8. Outstanding written and verbal communication skills including exceptional negotiation and influencing skills enabling effective interaction with stakeholders including end users

9. Demonstrated experience in the application of ICT & ICT security best practices

10. Extensive experience in reviewing, developing and implementing policy and procedures for development processes, ideally in a large complex environment

11. Proven experience collaborating with internal and external stakeholders such as system administrators, developers, testers, architects and business analysts

OTHER JOB RELATED INFORMATION

- The position is based at Clayton campus and may require travel to other campuses or University sites as required
- There may be a requirement to work on-call (including rostered on-call requirements)
- 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

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.