NETWORK ENGINEER

DEPARTMENT/UNIT  Network Platforms
FACULTY/DIVISION  VP Services
CLASSIFICATION  HEW Level 7
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 groundbreaking 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, Academic and Data Technology 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.
The **Networks team** are responsible for the design, deployment and operation across all aspects of the Monash network including campus LAN and WAN, Data Centre and Cloud, Wireless and Internet services. The Networks team works closely with other technology specialist groups in order to deliver solutions and services for the university.

**POSITION PURPOSE**

The Network Engineer is responsible for implementing and maintaining data communication services and firewall operations across all University campuses and sites, with a focus on availability and performance to customers. This includes managing incident escalations, oversee networking components and monitoring networks across multiple data centres.

The Network Engineer operates with excellence and expertise to provide sound and timely advice and support to clients, staff and other stakeholders. The Network Engineer will also contribute to capability development within the CIO Portfolio by adopting and promoting best practice, policies and standards in relation to Network management.

**Reporting Line:** The position reports to Network Operations Team Lead under broad supervision

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

**KEY RESPONSIBILITIES**

1. Contribute to planning, implementation and maintenance of the University network services, devices, components and associated infrastructure
2. Represent networks on small to medium projects or incidents and liaise between the University and suppliers/carriers/vendors regarding high level technical issues as required
3. Create and maintain technical documentation, reports and records regarding infrastructure solutions
4. Provide escalated technical support, troubleshooting and fault rectification of technical issues related to networking equipment and services and provide expert advice within the scope of known networking technology, ongoing projects and making relevant recommendations
5. Test, implement, monitor and tune networking components to ensure optimum systems performance and indicate or avoid potential issues
6. Contribute to internal training in the operation and improvement of networking systems and facilities. This may include providing guidance and support to other less experienced members of the team
7. Monitor the performance of university wide communications carriers/network providers in relation to established service level agreements (SLAs)
8. Ensure the secure operations of the network and that security controls across the network are appropriately configured to the standards and policies defined by eSolutions which includes visiting a number of data centres across various sites
9. Other duties as directed from time to time
KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - A degree in computer science, software engineering or relevant experience supporting a large scale network with subsequent relevant experience; or
   - extensive experience and management expertise and certification or demonstrated knowledge of the ITIL framework; and
   - relevant industry certifications such as CCNA, CCNP among others.

Knowledge and Skills

2. Experience and demonstrated skills in enterprise grade network hardware/software, protocols (TCP/IP/IPV6), routing protocols, LAN protocols and network security (firewalls)

3. Experience and specialist skills in the configuration and maintenance of networking infrastructure, including the ability to support a variety of technologies including operational knowledge of networking systems and software covering both Local Area Networks (LANs), Wireless and Wide Area Networks (WANs). Experience with Cisco enterprise networks

4. Knowledge of industry standards and government regulations relevant to data communications/networking

5. Demonstrated strong analytical and evaluation skills and the ability to problem solve in a fast-paced environment

6. Well-developed interpersonal and communication skills with the ability to provide advice and effectively document, prepare and present complex network information and diagrams

7. Highly developed planning and organisational skills, with experience establishing priorities, implementing improvements and meeting deadlines

8. Demonstrated relationship management and consulting skills, including the ability to interact and negotiate with a variety of customers and stakeholders

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
- The position requires being rostered “on-call” outside of normal working hours for physical attendance (or remote log-in) when called back to work at short notice
- This position is required to drive a company vehicle and as a result, possession of a valid current driver’s license is essential
- 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.