POSITION DESCRIPTION
Australian Broadcasting Corporation

Label	Description
Position Title:	SYSTEMS ENGINEER
Position no:	30003984
Team:	[Product & Content Technology]
Department:	Information Technology
Location:	Ultimo
Reports to:	WINDOWS SERVER TEAM LEAD 30002279
Classification:	Technologist
Schedule:	[Schedule A]
Roster cycle	[2 Week Rostered]
Band/level:	[Band 6]
HR Endorsement:	30/08/2021

Purpose

Provide guidance and contribute to the support, maintenance and development of the Windows Server environments and their associated management tools to ensure a shared contribution to the Product & Content Technologies objectives.

Key Accountabilities

- Operate and maintain applications and services provided by the Windows Server team, including management, and reporting of Windows Server products such as Microsoft Windows Server operating system environments, Active Directory, VMware ESXi, Citrix XenApp, and Cisco UCS Compute platform.

- Provide advanced assistance and advice to clients in effectively utilising the Windows Server platforms by responding to generally complex incidents and requests in a timely manner.

- Collaborate with ABC project deployment teams as well as support teams to assist them with deploying and consuming solutions provided by the team, both on-premises or in the cloud.

- Under limited direction of the Windows Server Team Lead, undertake generally complex technical work by improving system reliability, quality, and security through monitoring, reporting and fault resolution on supported platforms.

- Provide consultation to clients, less experienced staff, and staff from other infrastructure disciplines on server related issues relating to business applications and projects.

- Keep up to date with technical knowledge of ABC Windows Server platform systems and services and contribute significantly to creating and maintaining support documentation.

- Provide third level support to ABC users, ensuring prompt turn around on incidents logged as per agreed Operational Level Agreements.

- Actively promote the ABC values and apply all relevant workplace policies and guidelines.

- Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

Key Capabilities/Qualifications/Experience

1. Tertiary qualifications in a computing related field and/or vendor certifications in appropriate technologies; and/or relevant skills, knowledge and experience. MCSA, VCP, Citrix certifications are highly desirable.

2. Broad knowledge and advanced experience in the support and administration of Windows Server environments.

3. Demonstrated experience in the proficient management and support of as many of the following:

   - Active Directory/Group Policy/DNS/DHCP
   - VMware vSphere environments v6.7/v7.0
   - Microsoft Server OS build processes, including image-based deployment methods
   - Citrix XenApp/XenDesktop v7
   - Microsoft Server Technologies from Windows Server 2012 R2 through to Windows Server 2019
   - Microsoft Endpoint Configuration Manager
   - Cloud (IaaS) experience with AWS
   - Microsoft Internet Information Services (IIS)
   - AD Certificate Services

4. Advanced experience with common scripting languages for system administration such as PowerShell, Python, Java, bash/shell script and/or PHP.

5. Familiarity with IP networking concepts such as subnet masks and routing table entries.

6. Advanced analytical and problem-solving skills with the ability to diagnose and solve generally complex technical problems encountered on the job.

7. Excellent interpersonal and communication skills with proven ability to work independently or in a team and convey generally complex ideas and information in a clear, concise, and positive manner to a range of different stakeholders.

8. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.

9. **ABC Policies:** Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.

10. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.

Special Requirement

- Willingness and ability to work periodically as part of a 24x7 on-call roster.