POSIGN DESCRIPTION

Position Title: Network Engineer
Organisation Unit: Information Technology Services
Position Number:
Type of Employment: Continuing, full-time
Classification: Hew Level 5/6

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world's top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience –the UQ Advantage– is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia's Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

Organisational Environment

The Division of Information Technology Services (ITS) at The University of Queensland provides an information environment that supports the teaching, learning, research and engagement objectives of the University and contributes positively to the student experience and the University’s reputation, in line with our values of focusing on timely outcomes, delivering value, continuously improving and supporting each other. It delivers network, systems and IT infrastructure support to the University, and application development. Also located within ITS is the internationally recognised network security group, AusCERT, which provides Internet security services throughout Australia and New Zealand. ITS manages core networks not only for the whole of The University of Queensland but also works with other Queensland universities to manage access to the national university network (AARNet). ITS also operates research computing infrastructure and hosts many of the University’s largest servers.

For further information visit our website www.its.uq.edu.au

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

The primary function of the position is to provide engineering, technical and software support for designing, building and operating communication infrastructure for the University. At HEW level 6, some project coordination, specification and budgetary planning is required. The position will frequently be a major link between ITS, Property & Facility and the client and must therefore provide good communication to ensure customer satisfaction.

Duties

Duties and responsibilities include, but are not limited to:

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<tr>
<th>HEW level 5</th>
<th>HEW level 6</th>
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<tr>
<td>Installation/configuration of networking devices.</td>
<td>Implement and install network infrastructure.</td>
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<td>Provide basic level support and maintenance of information technology (both internal to ITS and for ITS’ clients) including:</td>
<td>Provide higher level support and maintenance of Information Technology (both internal to ITS and for ITS’ clients) including:</td>
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<td>- Diagnosing and responding to problems and faults;</td>
<td>- Diagnosing, responding to and resolving more complex problems and faults;</td>
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<td>- Providing phone and email support to clients;</td>
<td>- Providing phone and email support to clients;</td>
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<td>- Liaising with other staff within ITS and external service providers regarding difficult</td>
<td>- Liaising with other staff within ITS and external service providers regarding more</td>
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<td>Problems and providing support to those staff when required.</td>
<td>advanced problems and providing support to those staff when required.</td>
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<tr>
<td>Participate in significant networking activities and projects under the guidance of more experienced staff (both internal to ITS and for ITS’ clients).</td>
<td>Undertake design, development and project coordination of network projects with regard to the professional qualifications and experience of the position.</td>
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<td>Implement and install network infrastructure comprising cable plant and active equipment.</td>
<td>Provide input into design of network infrastructure.</td>
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<td>Participate in the creation and improvement of processes and procedures.</td>
<td>Investigate, evaluate and report on new equipment, systems, processes and standards.</td>
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<td>Maintain records and produce reports as required.</td>
<td>Undertake tasks including (but not limited to) preparation of business cases, preparation of plans (in support of technical tasks), creation, maintenance and improvement of relevant documentation, submission of change requests and management of work requests.</td>
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<td>Be conversant with University’s ICT Cabling Specification and review and report work in progress of communications cabling installation to those staff with responsibility for ensuring compliance.</td>
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<td>Consult on the technical aspects of network technology to Information Technology Services clients.</td>
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<td>Understand and implement university policy in such areas as occupational health and safety.</td>
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**Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- the [University’s Code of Conduct](http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations)
- requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](http://ppl.app.uq.edu.au/content) developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](http://ppl.app.uq.edu.au/content)
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](http://ppl.app.uq.edu.au/content) developed by the University

Some positions may require the incumbents to work rotating shifts with appropriate allowances, or on a rotating roster not involving shift work as such. Some positions may require the incumbent to be available on-call outside of working hours, subject to payment of the prescribed allowance and overtime penalties if necessary. While staff will have a campus nominated as their principal campus, they may be required to work at any University Campus subject to the Travel and Transfer Policy ([http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations](http://ppl.app.uq.edu.au/content))).
Organisational Relationships

The position reports to the Manager, Networks and Data Centres or nominated representative. Some supervisory responsibility may be required.

SELECTION CRITERIA

HEW level 5

Qualifications

Essential

- Bachelor Degree with significant computing or engineering component; OR
- An equivalent combination of relevant experience and/or education/training.

Desirable

- Additional networking qualifications (eg CCNA, CCNP) will be highly regarded.

Knowledge and Skills

Essential

- Knowledge of general computing.
- Knowledge of networking.
- Knowledge of infrastructure standards.
- Knowledge of network monitoring systems.
- Demonstrated effective problem solving skills with the ability to perform research or liaise with others to develop solutions for more difficult problems.
- Good interpersonal and communication skills with the ability to interact effectively with clients

Desirable

- Basic knowledge of network operation and administration
- General knowledge & experience in one or more of the following areas:
  - Network accounting
  - Scripting
  - Python
  - Security
  - Cabling

HEW level 6

Qualifications

Essential

- Bachelor Degree in electrical, electronic or computer engineering (or equivalent), and subsequent relevant experience; OR
- An equivalent combination of experience, education and training.
- Additional networking qualifications (eg CCNA, CCNP).

Knowledge and Skills

Essential

- Breadth of general computing knowledge.
- Skills in analysis, design, development and maintenance of contemporary communications infrastructure.
- Relevant field experience in building and operating network and communication infrastructure.
- Knowledge in the following areas:
  - IoT
  - Network architecture
  - Australian and International cabling standards
  - Contemporary LAN/WAN technologies
  - TCP/IP
  - Network Management Systems
- Good interpersonal and communication skills with the ability to interact effectively with clients.

Desirable

- Specific knowledge in one or more of the following areas:
  - network accounting
  - Scripting
  - Python
  - Security
  - Cabling
IP Telephony
Server farm networking
Internet links and BGP
MPLS
Wireless LAN technologies
Multicast routing
Data centres
Videoconferencing

Experience
Desirable
- Relevant IT experience.

Experience
Essential
- At least two years’ experience in analysis, design, development, operation and maintenance of contemporary communications infrastructure.
- Demonstrable experience in dealing effectively with clients.

Personal Qualities
Essential
- Demonstrated ability to organise own time and approach tasks methodically.
- Demonstrated ability to pay attention to detail.
- Demonstrated ability to innovate and adopt new processes and technologies to deliver excellent service and quality outcomes.
- Self-motivated and able to work constructively either alone or in a team environment to meet defined objectives.

The University of Queensland values diversity and social inclusion.

Employment opportunities are not limited by race, ethnicity, religion, disability, age, sexuality, gender or other protected attributes. Applications are encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au