Australian National University	# Position Description

College/Division:	Information Technology Services
Department/Unit:	Infrastructure as a Service (IaaS)
Position Title:	Network Support Officer
Classification:	ANU Officer Grade 5/6 (IT)
Position No:	TBA
Responsible to:	Manager, Data Networks
Number of positions that report to this role:	0
Delegation(s) Assigned:	Nil

PURPOSE STATEMENT:

The Australian National University's information technology infrastructure plays a critical role in enabling and supporting teaching, learning, research and administration. Information Technology Services (ITS) provides unified management and coordination support for a wide range of academic and corporate information services and more generally manages development of the University's information infrastructure. Major areas include networks, communications, computing platforms, data stores, desk-top and mobile access, high-performance computing, online publishing, enterprise systems, student learning environments, and IT security. The work of ITS is coordinated with services provided within, and by Academic Colleges and Service Divisions to form a cohesive, university-wide information technology infrastructure.

The Network Support Officer works within the Network and Telephony team to deliver robust and efficient network services to the University's enterprise, research and teaching environments. This is delivered through fixed, wireless and telecommunication networks, including supporting services such as network monitoring, DNS, F5 load balancing and fixed/wireless network authentication systems across the primary ANU campus, and to our satellite sites. The position undertakes the day-to-day operation and maintenance, plus service improvement and project based work across the University's communications services, network cabling and network infrastructure to meet specified service levels and availabilities. This will include project delivery components, incident response and support of ongoing BAU services.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

Under the general direction of the Network and Telephony Manager, the Network Support Officer forms part of a team of network engineers that delivers innovative, secure, reliable and efficient delivery/upgrade of fixed, wireless and telephone based network services on an organisational wide basis. The position has close working relationships with colleagues, other teams and staff within Information Technology Services and the ANU.

Role Statement:

Under the general direction of the Data Network Manager, the Network Support Officer will:

1. Provide Tier 1 & 2 maintenance and support to the University's network and voice services, including:
   o Backbone and Access network switching, wireless and routing infrastructure;
   o Backbone and Access optical fibre and copper pair cabling;
   o Building structured cabling, communications cabinets and power supplies.
2. Provide Tier 1 & 2 assistance to the University's System and Network projects.
3. Undertake installation of any new or replacement data and voice network equipment and transmission infrastructure.
4. Supervise contractors providing installation and maintenance services for data and voice network equipment and transmission infrastructure.
5. Maintain system, equipment, and cabling records and documentation.
6. Participate in meetings, training, professional development activities and planning.
7. Provide On-Call support for out of hour's maintenance for the computing environments supported by the team where required.
8. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and

equal opportunity.
9. Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling.

SELECTION CRITERIA:

1. Degree qualification or equivalent combination of relevant experience and training in ICT Network Support across medium/large Networks. A minimum of CCNA certification would be highly desirable.
2. Demonstrated knowledge and technical skills in network administration, including demonstrated knowledge (or an ability to adapt to) some/many of the following technologies:
    o Cisco switching and routing (including BGP and OSPF);
    o F5 load balancers;
    o Aruba Wireless (including Clear Pass, Airwave);
    o Palo Alto Firewalls;
    o Infoblox "Grid" – IPAM, DNS, DHCP;
    o Procera Packet Shapers;
    o Avaya VoIP based telephony systems;
    o Network Management Systems – AKIPS, Netdisco, Rancid, etc.
3. Demonstrated ability to analyse anomalies, and undertake fault identification and resolution of Network systems within a medium-large environment.
4. Demonstrated ability to work autonomously and collaboratively in a team environment, with proven capability to work effectively with other technical experts, both within ITS and external delivery areas.
5. High level of customer focus, coupled with solid written and verbal communication skills, and an ability to update and maintain technical operational documentation within an IT service delivery environment.
6. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context.

ANU Officer Levels 5 and 6 are broadbanded in this stream. It is expected that at the higher levels within the broadband occupants, through experience, will have developed skills and expertise enabling them to more independently perform the full range of duties at a higher level, and that more time will be spent on the more complex functions of the position.

Supervisor/Delegate Signature:		**Date:**	
Printed Name:		**Uni ID:**	

References:

General Staff Classification Descriptors

Academic Minimum Standards

For assistance please contact HR Division Ph. 6125 3346

Australian National University

Pre-Employment Work Environment Report

Position Details

College/Div/Centre	Information Technology Services	Dept/School/Section	IaaS
Position Title	Network Support Officer	**Classification**	ANU Officer Grade 5/6 (IT)
Position No.		**Reference No.**	

In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.

- This form is used to advise potential applicants of work environment issues prior to application.

- Once an applicant has been selected for the position consideration should be given to their inclusion on the University's Health Surveillance Program where appropriate – see . http://info.anu.edu.au/hr/OHS/__Health_Surveillance_Program/index.asp Enrolment on relevant OHS training courses should also be arranged – see http://info.anu.edu.au/hr/Training_and_Development/OHS_Training/index.asp

- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see ' Employment Medical Procedures' at http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp

Potential Hazards

- Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a **regular** or **occasional** part of the duties.

TASK	regular	occasional	TASK	regular	occasional
key boarding	☒	☐	laboratory work	☐	☐
lifting, manual handling	☐	☐	work at heights	☐	☐
repetitive manual tasks	☐	☐	work in confined spaces	☐	☐
catering / food preparation	☐	☐	noise / vibration	☐	☐
fieldwork & travel	☐	☐	electricity	☐	☐
driving a vehicle	☐	☐			
NON-IONIZING RADIATION			**IONIZING RADIATION**		
solar	☐	☐	gamma, x-rays	☐	☐
ultraviolet	☐	☐	beta particles	☐	☐
infra red	☐	☐	nuclear particles	☐	☐
laser	☐	☐			
radio frequency	☐	☐			
CHEMICALS			**BIOLOGICAL MATERIALS**		
hazardous substances	☐	☐	microbiological materials	☐	☐
allergens	☐	☐	potential biological allergens	☐	☐
cytotoxics	☐	☐	laboratory animals or insects	☐	☐
mutagens/teratogens/ carcinogens	☐	☐	clinical specimens, including blood	☐	☐
pesticides / herbicides	☐	☐	genetically-manipulated specimens	☐	☐
			immunisations	☐	☐

OTHER POTENTIAL HAZARDS (please specify):

Supervisor's Signature:		Print Name:		Date:	