POSITION DESCRIPTION

Senior Specialist Desktop and Infrastructure

Position Level

Faculty/Division
Finance and Operations

Position Number
ADMIN ONLY

Original document creation
xx/xx/ xx ADMIN ONLY

Position Summary

The Senior Specialist Desktop and Infrastructure provides expert services to design and develop Desktop solutions, infrastructure and cloud solutions that meet the evolving needs of UNSW, aligned with enterprise-wide IT architectures and standards, and to coordinate with other IT teams to align infrastructure, cloud plans and operational capability plans across physical and virtual environments including Application, Networking, Apple, Microsoft and Linux related environments providing services to UNSW staff, students and alumni.

When working in projects this position helps project teams to resolve infrastructure and cloud design issues and evaluate design trade-offs.

The position is part of UNSW IT but will works closely with the Faculties and Divisions to ensure the services operate within their defined metrics and to maximize uptime for the UNSW environment.

The role of Senior Specialist Desktop and Infrastructure reports to the Manager – Desktop and Infrastructure and has no direct reports

Accountabilities

Specific accountabilities for this role include:

- Define, document and review Desktop infrastructure and cloud designs within guidelines set by the Strategy and Architecture team and make recommendations for improvements.
• Be the point of escalation for internal teams and stakeholders to resolve complex Desktop infrastructure and cloud design issues and evaluate and provide recommendations on the design trade-offs.

• Works with the Production Services, Workplace Services, Domain, Cyber Security and Customer Services teams on supporting the delivery and troubleshooting the design and if required bringing designs up to date as technology or business requirements change.

• Drive discussions with customers on both on prem and public cloud best practices and new ways of delivering IT services on multiple platforms.

• Oversee and finalise effective communications with key stakeholders, both internal and external and provide influential input with stakeholders to achieve business outcomes.

• Provide Level 3 support for Workplace, Desktop and Infrastructure incidents.

• Provide operational administration, oversight and management of Cloud based solutions supporting UNSW's workplace services solutions.

• Build and maintain effective relationships with stakeholders to understand the business needs and provide fit for purpose solutions.

• Work with business stakeholders on projects to define desktop, infrastructure and cloud requirements and specify an optimum design for subsequent development.

• Provide cost estimate, scope and time it takes to complete assigned tasks or projects.

• Research, cost-justify, recommend, and establish infrastructure and cloud design including networks, operating systems, virtualisation hypervisors, systems management and shared software services.

• Play a key role in the strategic direction for infrastructure and cloud designs including servers, networks, storage and virtualized platforms, and any other areas identified.

• Work with internal and external technical leaders to develop innovative solutions that meet business needs with respect to infrastructure and cloud availability, functionality, performance, reliability, repeatability, and scalability.

• Maintain current knowledge of industry and vendor products to apply to the University context and keep up to date with infrastructure and cloud solutions used within UNSW IT service delivery.

• Oversee and finalise effective communications with key stakeholders, both internal and external and provide influential input with stakeholders to achieve business outcomes.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health & safety of yourself or others

**Skills and Experience**
• Relevant Tertiary qualifications in Computer Science or a related discipline with substantial relevant experience in a medium to large scale IT environment or an equivalent level of knowledge gained through any other combination of education, training and/or experience.

• ITIL Foundation Certification or equivalent experience as well as relevant industry certification(s) or equivalent.

• Demonstrated expert level knowledge of Cloud and Virtualization environments.

• Demonstrated scripting skills one or more or more of PowerShell, Perl, Chef, Bash, PHP, C++, Python or similar scripting language.

• Proven broad understanding of IT architecture principles associated with Desktop and Application virtualisation, networks, SAN/NAS storage, internet, email, operating systems, firewalls, VPN's, security, with technical expertise in several of these fields.

• Proven understanding of Desktop operating systems and management platforms including OS/X, Windows, Linux, InTune, JAMF Pro, Puppet, Ansible, Citrix technologies, application packaging etc.

• Proven experience in developing and proposing designs and solutions that meet operational, functional and security requirements.

• Demonstrated extensive experience in defining, building, and implementing innovative private and public cloud solutions supporting a dynamic workplace services environment.

• Excellent consultation, influencing and negotiation skills and proven ability to engage effectively with diverse stakeholders to achieve successful outcomes.

• Demonstrated strong analytical and problem-solving skills and proven capacity to exercise initiative, flexibility and to be proactive in development of robust solutions to problems.

• Excellent consultation time management skills, influencing and negotiation skills and proven ability to engage effectively with diverse stakeholders to achieve successful outcomes with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.

• Advanced written and verbal communication skills, with a high level of attention to detail for deliverables produced.

• An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.