Network Engineer

Department/Unit	eSolutions
Faculty/Division	Office of the Chief Information Officer
Classification (salary rates)	HEW Level 7
Work location	Clayton campus
Date document created or updated	February 2018

Organisational context

There's a certain feeling you get from working at Monash University. It's the feeling that you're a part of something special. Something significant. So if you're looking for the next chapter in your career, it's here. You'll be given the opportunity to challenge yourself, build on your skills, and make a significant contribution to a workplace that's filled with energetic and inspiring people. Talent thrives here – and so do truly satisfying careers. Discover more at www.monash.edu

eSolutions leads and directs the provision of IT solutions to the University. eSolutions is currently leading substantial technological, service and organisational reform towards creating a single IT function for the University that operates according to the following vision: We partner with our customers to provide complete solutions enabling the Monash academic mission and delivery of the strategic agenda. We aim to be a customer focused organisation delivering flexible, responsive, coherent ICT services. For more information on the work that we do, please visit our website: www.monash.edu/esolutions/

Networks has responsibility for aspects of the overarching IT Architecture and a range of designs for standard or special solutions, their implementation and operation. Technology specialists from other areas supplement the staff of the Networks group on some activities while staff from this group will also support activities based in other areas.

Position purpose

The Network Engineer is responsible for implementing and maintaining data communication services across all university campuses and sites, with a focus on availability and performance to customers.

Reporting line: The position reports to a Senior Network Engineer who will provide broad supervision

Supervisory responsibilities: Not applicable

Financial delegation and/or budget responsibilities: Not applicable

Key responsibilities

1. Implement and maintain corporate data communications network services, components and associated infrastructure

2. Act as the Network technical lead on small to medium projects

3. Create and maintain technical documentation, reports and records regarding infrastructure solutions

4. Provide escalated (3rd level) technical support, troubleshooting and fault rectification of high level technical issues related to networking equipment and services

5. Conduct acceptance tests and commissioning communications systems and equipment

6. Act as an interface between the University and suppliers/carriers/vendors regarding high level technical issues where required

7. Provide input to guidelines for training in the use and maintenance of networking equipment, systems and facilities

8. Monitor the performance of University wide communications carriers/network providers in relation to established service level agreements (SLAs) and business needs

9. Test, implement, monitor and tune networking software and hardware to ensure optimum systems performance and highlight potential issues

10. Analyse network traffic data and provide recommendations on performance improvements to network infrastructures as appropriate

Key selection criteria

Education/Qualifications

1. The appointee will have:

    • a degree in a relevant field with subsequent relevant experience, and
    • ITIL Foundation certification, and
    • an appropriate industry Certification (e.g. CCIE, CCNA) is desirable
    • an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Experience and specialist skills in the configuration and maintenance of networking/communications infrastructure, including the ability to support a variety of technologies

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

4. An understanding of emerging technologies in the communications sphere and their potential commercial application

5. Demonstrated skills in Enterprise grade Network hardware/software, Protocols (TCP/IP/IPV6), Routing Protocols, LAN Protocols and Network Security

6. Demonstrated analytical, troubleshooting and problem solving skills

7. Operational knowledge of networking systems and software covering both Local Area Networks (LANs) and Wide Area Networks (WANs)

8. Demonstrated written and oral communication skills coupled with a customer service orientation

Other job-related information

• Travel (e.g. to other campuses of the University) may be required
• Overtime and out of hours work (including evenings, weekends and public holidays) may be required
• On-call (including rostered on-call requirements) may be required
• There may be peak periods of work during which the taking of leave may be restricted
• Possession of a current Victorian Driver licence is desirable
• International travel may be required

Legal compliance

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.

Organisational chart

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                                          ┌──────────────────────────┐
                                          │ Director, Corporate      │
                                          │ Services and             │
                                          │ Infrastructure           │
                                          └──────────────────────────┘
┌──────────────────────────┐                          │
│ Network Installations     │              ┌──────────────────────────┐
│ Team                      │              │ Network Capability        │──────────────┐
│  ┌─────────────────────┐  │──────────────│ Manager                   │              │
│  │ Network Installations│  │              └──────────────────────────┘              │
│  │ Manager             │  │                          │                              │
│  └─────────────────────┘  │         ┌────────────────┼────────────────┐             │
└──────────────────────────┘         │                │                │             │
                              ┌───────────┐    ┌───────────┐    ┌───────────┐  ┌───────────┐
                              │ Senior    │    │ Senior    │    │ Senior    │  │ Senior    │
                              │ Network   │    │ Network   │    │ Network   │  │ Technical │
                              │ Engineer  │    │ Engineer  │    │ Engineer  │  │ Consultant│
                              └───────────┘    └───────────┘    └───────────┘  └───────────┘

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                              │ Network   │    │ Network   │    │ Network   │
                              │ Engineer  │    │ Engineer  │    │ Engineer  │
                              │ Multiple  │    │ Multiple  │    │ Multiple  │
                              └───────────┘    └───────────┘    └───────────┘
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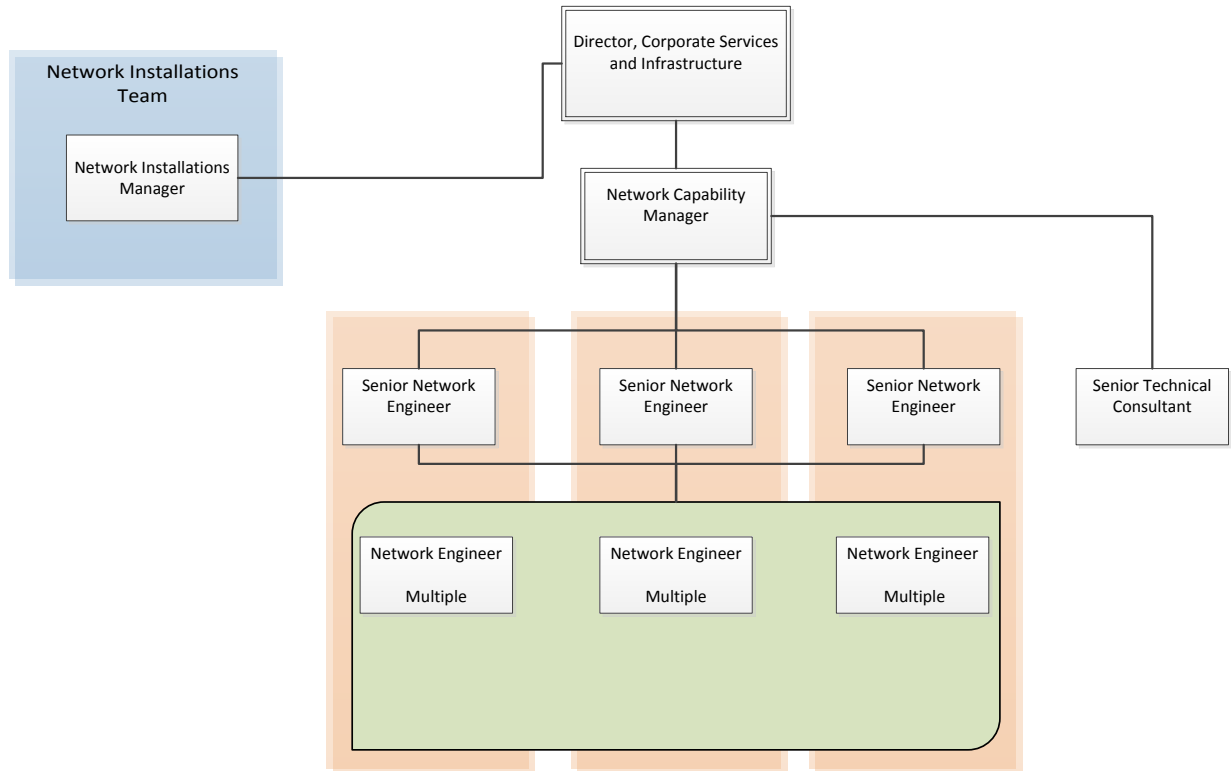
Network Engineer reporting lines vary depending on deployment and work load