Position description

Systems Engineer

Department/Unit	Infrastructure Services
Faculty/Division	eSolutions
Classification	HEW Level 7
Work location	Clayton campus
Date document created or updated	3 November 2016

Organisational context

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit 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 in its role as 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/

The **Infrastructure Services** team maintain the university's fleet of servers, storage and backup infrastructure across physical data centres and cloud providers. The team's main activities include server lifecycle management from 'cradle to grave' using ITIL based processes, which are supported by management, automation and orchestration tools. The team utilise key technologies including: Windows, Linux, Cisco, block and file based storage technologies, using HDS, NetApp, IBM, Oracle/Sun and SGI storage arrays and IBM Tape Libraries.

Position purpose

This position is within the Infrastructure Services team. The Systems Engineer will provide support to server, storage, cloud and backup solutions, supported by automation and orchestration tools. The role will triage and resolve incidents and requests received by the Infrastructure Services team. The main activities of the role broadly covers all aspects of server operations and management throughout their lifecycle (creation, operation, decommission) within a large enterprise.

The Systems Engineer is responsible for the day to day operations of the server fleet, ensuring services availability and adherence to agreed service targets. The incumbent will work closely with other Infrastructure Services teams to develop the suite of standard solutions and collaborate in the design of solutions to meet business objectives. This position will also require the ability to manage the implementation of major change initiatives which will have institution-wide impact. Previous experience in server (Windows, Linux), storage (NetApp, HDS, IBM), cloud (AWS) and backup management (TSM, Commvault) would be an advantage.

Reporting Line: The position reports to the Lead Systems Engineer under broad direction

Supervisory responsibilities: Not applicable

Financial delegation and/or budget responsibilities: Not applicable

Key responsibilities

1. Promptly respond to requests, incidents and problems in an efficient manner
2. Ensure hardware systems and software applications and network components are operational
3. Monitor, tune and perform trend analysis of the System/Network performance
4. Maintain system documentation, including disaster recovery plans
5. Perform system maintenance and administration activities
6. Produce, and act on security violation reports
7. Provide input into strategies, standards, policies and future planning
8. Provide internal consulting services where specialist systems knowledge is required

Key selection criteria

Education/Qualifications

1. The incumbent should possess:
   - a tertiary qualification in a computer related discipline and significant relevant experience
   - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. A demonstrated capacity for systematic analysis
3. Demonstrated skills in troubleshooting within a large and complex ICT environment
4. Demonstrated commitment towards customer service
5. Excellent written and verbal communication skills
6. Thorough knowledge of ICT and ICT security best practices
7. Substantial experience in systems administration within a Windows or Linux environment

Other job related information

- Travel (e.g. to other campuses of the University) may be required
- The incumbent will be required to carry a mobile phone provided by the University, and be part of an on-call roster

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, Infrastructure   │
                        │          Services           │
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        ┌──────────────────┬──────────────────┬──────────────────┐
┌───────────────┐  ┌───────────────┐  ┌───────────────┐  ┌───────────────┐
│ Infrastructure│  │Infrastructure │  │Infrastructure │  │Infrastructure │
│   Services    │  │   Services    │  │   Services    │  │   Services    │
│ Operations and│  │   Delivery    │  │ Innovation and│  │    Service    │
│Support Manager│  │    Manager    │  │  Consultation │  │  Improvement  │
│               │  │               │  │    Manager    │  │    Manager    │
└───────────────┘  └───────────────┘  └───────────────┘  └───────────────┘
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   ┌─────────────────────────────┐
┌───────────────┐        ┌───────────────┐
│ Lead Systems  │        │ Lead Network  │
│  Engineer /   │        │  Engineer /   │
│ Operations    │        │ Operations    │
│ Team Lead x 3 │        │ Team Lead x 1 │
└───────────────┘        └───────────────┘
   │                        │
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│  Senior  │ │ Systems  │ │ Systems  │ │ Network  │
│ Systems  │ │ Engineer │ │Operators/│ │Engineers │
│ Engineer │ │   x 10   │ │   Data   │ │   x 6    │
│   x 6    │ │          │ │  Centre  │ │          │
│          │ │          │ │Operators │ │          │
│          │ │          │ │   x 5    │ │          │
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