Position description

Lead Systems Engineer

Department/Unit	Infrastructure Services eSolutions
Faculty/Division	Chief Operating Officer and Senior Vice-President
Classification	HEW Level 9
Work location	Clayton campus
Date document created or updated	15 June 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 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.

The Infrastructure Services team maintains the university's network with over 4,000 network equipment and fleet of servers and disk and tape storage across two data centres. Our 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: Cisco, block and file based storage technologies, using HDS, NetApp, IBM, Oracle/Sun & SGI storage arrays and IBM Tape Libraries.

Position purpose

The Lead Systems Engineer is responsible for the day to day management and operations of the infrastructure fleet, ensuring services availability and adherence to agreed service targets. The incumbent will be responsible for resource management and for the development and interpretation of policy, operating procedures, strategies and reporting mechanisms.

The incumbent will work closely with the other infrastructure services disciplines to develop the suite of standard solutions to be delivered by the team and collaborate in the design of bespoke solutions to meet specific business objectives. This position will also require the ability to manage the implementation of major change initiatives which will have institution-wide impact.

Reporting line: Depending on where this position is based, the position reports to one of the Infrastructure Services Managers

Supervisory responsibilities: This position is responsible for a cross functional team of 5 or more HEW 8 level staff and external contract resources

Financial delegation and/or budget responsibilities: Not applicable

Key responsibilities

1. Ensure escalated technical support issues for servers are resolved and act as the source of senior authoritative advice

2. Manage, guide and mentor the team, including capability development and take responsibility for the quality of the outputs

3. Ensure hardware systems and software applications and network components are operational

4. Monitor, tune and perform trend analysis of the System/Network performance

5. Maintain system documentation, including disaster recovery plans

6. Perform system maintenance and administration activities

7. Produce, and act on, security violation reports

8. Provide input into strategies, standards, policies and future planning and manage any major change initiatives to server infrastructure

9. Provide internal consulting services where specialist systems knowledge is required

10. Ensure sufficient system capacity to satisfy user requirements and meet agreed service levels

11. Design, implement and evaluate systems solutions

12. Continually evaluate new technology and its potential to enhance existing services, systems and processes

Key selection criteria

Education/Qualifications

1. The appointee will have:

   - post-graduate qualifications in a relevant discipline and extensive relevant experience, or

   - extensive management experience and proven management expertise, or

   - 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 & complex ICT environment

4. Demonstrated commitment towards customer service

5. Excellent written & verbal communication skills

6. Thorough knowledge of ICT & ICT security best practices

7. Extensive experience in ICT infrastructure including Cisco networking solutions

8. Demonstrated skills and capability in team management and staff supervision, including mentoring and capability development

9. Demonstrated ability to manage major change initiatives in a complex and specialised area of operations

Other job-related information

   - On-call (including rostered on-call requirements) may be required.
   - The incumbent may be required to undertake work or attend meetings on other campuses or University sites from time-to-time
   - Taking of leave is limited during peak periods

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.