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## POSITION DESCRIPTION

# Infrastructure Systems Officer

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Position Level	6/7
Faculty/Division	UNSW Canberra (ADFA)
Position Number	24224 and 195693
Original document creation	01/04/2024/

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## Position Summary

The Infrastructure, Applications, and Security (IAS) team at UNSW Canberra is comprised of a dedicated group of ICT specialists responsible for designing, implementing, supporting, and securing the University's ICT Environment. As the primary responsibility, the Infrastructure Systems Officer ensures the day-to-day upkeep and maintenance of UNSW Canberra's core IT infrastructure and systems, with a focus on achieving peak efficiency, effectiveness, and security.

The role entails delivering second and third-level support for both wired networks (including switching, routing, and wide area network technologies) and wireless networks. Additionally, it involves implementing proactive system monitoring practices, general systems administration, and possessing a comprehensive understanding of IT security protocols and practices.

Documentation and process improvement are integral aspects of the role, as is after-hours support and participation in an on-call roster shared amongst the IAS team.

The role demands outstanding analytical and problem-solving capabilities, as well as the capacity to establish productive relationships with vendors, tradespeople, and stakeholders. Effective collaboration within a tight-knit team is essential, emphasising teamwork, skill diversification, and self-motivation.

The UNSW Canberra IT team maintains a dotted line relationship with key UNSW Sydney IT Units to ensure alignment with broader University IT strategies and effectively represent the needs and interests of UNSW Canberra.

## Accountabilities

**At level 6, specific accountabilities for this role include:**

- As an integral member of a small team of ICT specialists, support and maintain ICT infrastructure and systems to ensure high quality, robust and secure ICT service provision to UNSW, Canberra.
- Design, configure, implement, secure and support network solutions including switches, routers, and wireless technologies.
- Configuring and maintaining Linux and Windows based systems and services to ensure their stability and security.
- Provide technical input to IAS/ICT project planning and implementation.
- Implement quality IT management, security and industry standards and practices, to ensure efficient operations of the ICT environment.
- Undertake writing tasks; including system documentation, cable schedules, end user tip sheets and other material as required to improve knowledge transfer across the ICTS team and assist in driving a self-service culture.
- Escalate risks and issues to the IAS Manager, other ICTS teams or UNSW Sydney IT as necessary and take accountability for their resolution.
- Build and maintain strong, trusted, and collaborative relationships with and harness communication between UNSW Canberra IAS and UNSW IT.
- Communicate effectively with key stakeholders, both internal and external, to meet business objectives and requirements.
- 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 and safety of yourself or others.
- Identify and implement Continuous Service Improvement initiatives focussing on ICT service improvements.
- Perform other duties as required, within the general scope of the role.

**At level 7, accountabilities in addition to those above are:**

- Lead the support and maintenance of ICT infrastructure and systems to ensure high quality, robust and secure ICT service provision to UNSW Canberra.
- Offer specialised expertise to plan and execute IAS/ICT projects, incorporating intricate technical considerations. Contribute insights throughout all stages, from conceptualising to implementation, ensuring alignment with objectives and optimal utilisation of resources.
- Develop mid and long-term goals for improving IAS infrastructure, championing plans to achieve them.
- Manage complex technical tasks, and work with the team to ensure appropriate solutions are in place and outages are minimised.

## Skills and Experience

The following skills and experience are required at level 6:

- Relevant tertiary qualification and minimum of three years' experience working within an IT infrastructure, applications, and security management environment, in a university or large organisation with a high volume of work throughput.
- Experience supporting ICT networks, infrastructure and/or systems as well as ensuring their secure operations.
- Good written and verbal communication skills, with a high level of attention to detail for deliverables produced, including effective vendor relations management.
- Well-developed time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- 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.

The following skills and experience are required at level 7, in addition to level 6 skills and experience:

- Relevant tertiary qualification and minimum of five years' experience working within an IT infrastructure, applications, and security management environment, in a university or large organisation with a high volume of work throughput.
- Extensive experience supporting complex ICT networks, infrastructure and systems as well as ensuring their secure operations.
- Exposure to Agile and/or Lean methodologies and project management practices and demonstrated contribution to the planning of IT initiatives
- Excellent written and verbal communication skills, with a high level of attention to detail for deliverables produced, including effective vendor relations management.
- Demonstrated contribution to the planning of IT initiatives and the review, development, or modification of local procedures (within policy).

## Pre-employment checks required for this position

- Criminal History Check
- Identification Check
- Australian Work Rights Check.

### About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.