

## POSITION DESCRIPTION

<b>Position Title</b>	Network Specialist		
<b>Organisational Unit</b>	IT Applications & Platforms		
<b>Functional Unit</b>	Information Technology		
<b>Nominated Supervisor</b>	Platform Services Manager		
<b>Higher Education Worker (HEW) Level</b>	HEW Level 8	<b>Campus/Location</b>	Melbourne or Sydney
<b>CDF Achievement Level</b>	1 All Staff	<b>Work Area Position Code</b>	TBC
<b>Employment Type</b>	Full-time Continuing	<b>Date reviewed</b>	Feb 2020

## ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

**Mission Statement:** *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University, and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly-funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have got seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

In order to be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

We hope that you might champion these values, and work with us to create a place of learning that is not only the envy of the world, but the making of it.

The structure to support this complex and national University consists of:

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching
- Vice President
- Pro Vice-Chancellor Assisting the Vice-Chancellor and President

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

## ABOUT THE INFORMATION TECHNOLOGY DIRECTORATE

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Operating within the ACU's Corporate Services Portfolio, the Information Technology Directorate aims to be a strategic partner to deliver technology enabled change and excellent IT services to support learning, teaching, research and business functions across ACU.

The Director of Information Technology and three Associate Directors lead information Technology Directorate. The Director is responsible for overall strategic planning and governance, while the Associate Directors are responsible for specific portfolios representing the core functions of the Information Technology Directorate. These comprise of Strategy and Program Delivery, Applications and Platforms and End User Computing Services.

The Information Technology Directorate is a professional business unit with a customer service focus. Its vision is to deliver high quality ICT Strategic services to support learning, teaching, research and business functions within the University. The Information Technology Directorate is responsible for the planning, management and delivery of information technology and services across the University to ensure the development and implementation of enhanced delivery systems and infrastructure to support the University Strategic Plan and activities.

## ABOUT THE APPLICATIONS & PLATFORMS GROUP

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Working across the breadth of the application and platform suite employed by the university, the key objective of the team is to seek IT alignment to business and drive innovation through enablement and provisioning of quality solutions resulting in overall efficiencies to business areas and value add to the University.

The Applications and Platforms group focuses on unique ACU business areas to deliver:

- Application Delivery, Enterprise Integration - responsible for all Student, Academic and Corporate Services application portfolio by delivering an engaging / immersive end user experience, and facilitating and supporting strategic and operational decisions.
- Application Support, Quality Assurance and Vendor Management - responsible for configuration and front-end enhancements to support ACU's web presence and CRM applications, quality assurance/testing and vendor management.
- Platform services - responsible for provisioning, maintaining and supporting a safe, secure and reliable network, storage, operating system and cloud infrastructure portfolio.

Our capabilities include application design, development, enhancement and rollout (Agile and DevOps), user experience design, quality assurance, testing and continuous improvement, change, release and incident management, prototyping, automation and integration, cloud security engineering, site operations, monitoring, network and database administration, and vendor relationship management.

## POSITION PURPOSE

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The role of network specialist is expected to provide on-going technical support of the university's network infrastructure such as (Switches, Routers, Wireless, fibre optics, Firewall, load balancers and CISCO management systems),

The holder of the position is also responsible to provide high quality service to university clients and to ensure the delivery of these services is aligned to IT strategy.

The position plays key role to ensure the university network is reliable with high availability, provide the technical advice, and provide solutions to address new challenges in a cost-effective manner.

## POSITION RESPONSIBILITIES

### Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Delivery Model
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

## KEY RESPONSIBILITIES

Key responsibilities specific to this position	Relevant Core Competences ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Undertake the full range of activities associated with the Network Administration and support of the ACU's LAN and WAN.	<ul style="list-style-type: none"> <li>• Adapt to, and lead change</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> <li>• Deliver stakeholder centric service</li> </ul>			✓	
Undertake and lead the ITIL processes of change control, incident and problem resolution with reference to the effective management of the University's network environment and systems that rely on it.	<ul style="list-style-type: none"> <li>• Adapt to, and lead change</li> <li>• Deliver stakeholder centric service</li> </ul>				✓
Manage relationships with business and technical stakeholders, whilst assisting in gathering their requirements, working with Enterprise Architect on solution design documentation in order to meet business needs.	<ul style="list-style-type: none"> <li>• Know ACU Work Processes and Systems</li> <li>• Collaborate Effectively</li> <li>• Communicate with Impact</li> <li>• Deliver Stakeholder Centric Service</li> </ul>			✓	
Deploy and manage various network monitoring applications and tools to monitor network utilisation trends, performance and security threats and proactively design and implement solutions.	<ul style="list-style-type: none"> <li>• Make informed decisions</li> <li>• Be responsible and accountable for achieving excellence</li> <li>• Know ACU work processes and Systems</li> </ul>				
Develop innovative solutions to address business or project requirements	<ul style="list-style-type: none"> <li>• Coach and Develop</li> <li>• Know ACU work processes and Systems</li> <li>• Deliver stakeholder centric service</li> </ul>				✓

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Analyse system logs and reports from Cisco systems and other network devices to identify cause of issues and implement solutions to prevent issues from occurring.	<ul style="list-style-type: none"> <li>• Make informed decisions</li> <li>• Be responsible and accountable for achieving excellence</li> <li>• Know ACU work processes and Systems</li> </ul>	✓			
Produce technical documentation and analysis reports as required to facilitate making informed decision for the continual improvement of IT infrastructure capabilities.	<ul style="list-style-type: none"> <li>• Make informed decisions</li> <li>• Be responsible and accountable for achieving excellence</li> <li>• Know ACU work processes and Systems</li> </ul>		✓		
Transfer technical and system administrative skills and knowledge to the broader IT team in support of knowledge sharing and capacity building.	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> <li>• Communicate with Impact</li> </ul>		✓		
Carry out software and hardware maintenance upgrades as required to meet equipment support agreements and to meet high availability network requirements.	<ul style="list-style-type: none"> <li>• Apply commercial acumen</li> <li>• Make informed decisions</li> <li>• Know ACU Work</li> </ul>				✓
Create, monitor and maintain access lists and security access for Cisco firewalls and boarder router devices	<ul style="list-style-type: none"> <li>• Be Responsible and Accountable for Achieving Excellence</li> <li>• Make Informed Decisions</li> <li>• Know ACU Work</li> </ul>				✓

## HOW THE ROLE OPERATES

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### Key Challenges and Problem Solving

- Maintaining a current understanding of the University's network infrastructure as well as planning and implementing continuous improvements.
- Designing and implementing new solutions within operational budgets or within available project budgets, while working within the limitations of available resources, time and skills.
- Recognising problems or situations that are new or without clear precedent and find solutions using a systematic, multi-step approach, or working with external support resources to resolve issues or improve performance and user experience.

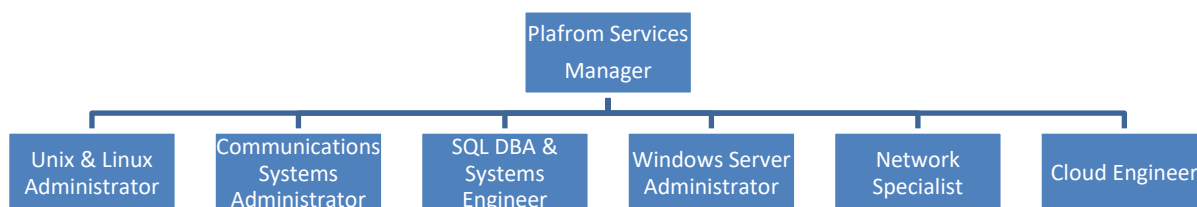
### Decision Making / Authority to Act

- The position holder provides expert advice guided by specific policies and objectives within which frequent decisions are required.
- The position holder formulates recommendations on difficult problems and refers more complex matters to the nominated supervisor for determination and guidance.
- The position holder will have autonomy as subject matter expert to provide solution designs in accordance with enterprise architecture / best practice standards.

### Communication / Working Relationships

- The position holder is a skilled communicator who works to understand the business needs, provide advice and manage risks.
- The position holder interacts with individuals from all levels at the University, employing a communication style appropriate to the person or audience. Seeks additional information to enhance understanding.
- Communicate regularly with members of the team and wider IT team regarding network operation matters.
- The position holder compiles reports and presents proposals for internal and/or external audiences and interpret other viewpoints and assimilates them into work processes. Transfers technical or administrative knowledge to others.

### Reporting Relationships



For further information about structure of the University refer to the [organisation chart](#).

## SELECTION CRITERIA

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### Qualifications, skills, knowledge and experience

1.	Tertiary qualification in Computer Science, Information Systems, or related degree, or relevant work experience in the area of CISCO network administration
2.	Completion of CCNP certification or higher
3.	Demonstrated experience to implement, administer, and troubleshoot network infrastructure devices, including wireless access points, firewall, routers, switches, wireless controllers
4.	Strong experience in designing, implementing and troubleshooting routing protocol based on BGP and EIGRP, as well creating new VLANs, network subnets and implementing NAT.
5.	Monitor, manage the wired and wireless network based on CISCO at all ACU campuses and work collaboratively with other IT teams to implement preventative maintenance and upgrades.
6.	Perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations.
7.	Experience with the management of Palo Alto Firewalls, VPN appliances and Load Balancers.

### Core Competencies (as per the [Capability Development Framework](#))

8.	Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
9.	Demonstrated commitment to delivering stakeholder centric services and keeping stakeholder interests at the core of business decisions to maintain service excellence. See the <a href="#">ACU Service Principles</a> .
10.	Demonstrated ability to effectively plan work activity, prioritise time and resources using established processes and technologies to achieve optimum efficiency and effectiveness.

### Other attributes

11.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
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