Australian Red Cross
THE POWER OF HUMANITY

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Systems Engineer	Department	Information Technology
Location	Sydney	Direct/Indirect Reports	none
Reports to	Technical Services Manager	Date Revised	December 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5		

■ Position Summary

Reporting to the Technical Services Manager, the Systems Engineer role works as part of a team who are responsible for administration, development, maintenance and support of the organisation's technical infrastructure (respectively, Compute & Storage; Networks, Voice & Video; Email, Directory Services & Access; IaaS; Desktop & Mobile) They are expected to be a SME in a number of technologies used at the Australian Red Cross.

The incumbent will possess a sound working knowledge of business processes and IT systems which support our Client Services Delivery, Emergency Services Delivery, Marketing, Fundraising, Communications, Retail, Contract Relationship Management, Finance, Logistics, Human Resources, Business Planning, Collaboration, Information Management and Decision Support in a diverse, multi-faceted organisation.

■ Position Responsibilities

Key Responsibilities

- Provide technical guidance, coaching and mentoring to members of the wider IT team
- Peer review and sign off significant technology changes
- Support customers in their effective use of IT technical services
- Monitor the performance, availability and capacity of system hardware, software & associated infrastructure applications
- Install, test and maintaining new or modified systems software, hardware, firmware or middleware
- Prepare and maintain documentation of the technical landscape
- Analyse and rectify technical issues to ensure systems integrity and operation
- Managing resource usage (system utilization, storage space, processing power, bandwidth, desktop environment, etc) to assure systems availability
- Perform appropriate Backup and Restore tasks for technical platforms and ensure the availability of backup resources for desktop & mobile platforms
- Build, maintain and support operating systems including firmware management, patch management and upgrades
- Respond appropriately to requests for computing support or incidents from customers
- Refer to management any unresolvable issues with recommendations for appropriate solutions
- Provide incident and problem management support for the Technical Services environment
- Provide licensing administration of all software required to service customer's requirements and audit compliance
- Deliver high levels of service that meet or exceed agreed SLA's

■ Position Selection Criteria

Technical Competencies

Experience

- Demonstrated extensive experience (5-8 years) in technical services delivery in at least three of the areas supported by the Technical Services team: (Office 365 with a focus on Exchange Online and Azure Active Directory; Citrix XenApp; Compute & Storage; Backup management; Directory Services & Access;
- Demonstrated ability to handle multiple issues simultaneously
- A proven track record of self-development and self-improvement, leading to currency of technical qualifications

Skills

- Proven experience in a similar role with mentoring and leadership capabilities
- Demonstrated experience following change management processes
- Key understanding of providing quality levels of service to business
- Highly developed interpersonal and communication skills
- Dedication to customer service
- Proven ability to learn quickly and take ownership of problem\incidents
- Effective communication skills, written and verbal
- Proven ability to translate business requirements into practical solutions
- Demonstrated desire to work as a part of a high performing team
- Proven ability to operate effectively in a geographically diverse environment
- Demonstrated vendor relationship management experience

Qualifications/Licenses

- Degree qualified or significant relevant experience
- Relevant industry specific qualifications in the following technologies will be preferred:
    - Microsoft Office 365 and Azure Active Directory
    - VMware 6.x
    - Citrix 7.X
    - IBM Tivoli

Behavioural Capabilities

- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**

  Regularly monitors and scans the environment for issues which impact the functioning of their department | Creates systems for ensuring the successful cataloguing of information useful to the organisation | Takes calculated risks on the basis of analysis | Applies business rigour to inform situational problem solving and decision making

- **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**

  Evaluates concepts and strategies to improve performance | Uses analysis to reduce inefficiencies | Monitors and evaluates processes and activities | Introduces formal quality management systems | Drives continuous improvement initiatives

- **LEAD | Being Strategic | Identifies optimum strategic responses in a changing environment** Communicates and provides context for strategies to engage Red Cross stakeholders | Translates Red Cross strategy and Fundamental Principles into operational activity | Demonstrates how the strategy and Fundamental Principles provide a

framework to inform decision making and action | Provides opportunities for individuals and groups to understand their contribution to the strategy

- **LEAD | Manage Performance | Sets clear goals and expectations and is accountable for outcomes and behaviour**

  Sets the standards, goals and expectations for teams | Ensures roles within the team are clear and that individuals know what is expected of them | Encourages ownership of outcomes amongst direct reports | Regularly reviews team, individual and functional performance against agreed standards | Recognises positive performance and contributions of team members

- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

  Provides regular opportunities for team development | Reinforces team goals and positions team in terms of organisational contribution | Regularly promotes the team and its reputation | Promotes the importance of interdepartmental support and cooperation | Identifies and constructively resolves conflict within teams

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

  Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality

- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters